



Programmes Director

Impact Hub King's Cross

We accelerate entrepreneurial action that benefits people and planet. We do this through inspiring workspace, business support, and networks that enable changemakers to thrive in London and beyond.

We are part of a leading global network of 24,000+ changemakers across 100+ Impact Hubs and 60+ locations..

We're proud to be a social enterprise and certified B Corp.

For more information see: <http://kingscross.impacthub.net> | <http://impacthub.net>

The Opportunity

Impact Hub King's Cross is looking for an energetic and entrepreneurial Programmes Director to join our core team.

Growing our business support and programming is a strategic priority for the organisation. The Programmes Director will ensure Impact Hub King's Cross can catalyse more social and environmental impact and strengthen our financial sustainability. This is a great opportunity for someone with programme design and delivery, team management and social enterprise experience.

The Programmes Director will have overall responsibility for the design, development and management of the delivery of a range of incubation, acceleration and consultancy projects with an impact focus. They will need to manage a team of internal practitioners, external contractors and the overall programmes budget for Impact Hub King's Cross. They will need to ensure the quality of support and understand how to measure and communicate the impact that we generate. In particular, we are increasing the number of programmes that

serve people from diverse backgrounds and welcome applications from people with deep experience of working with communities in an accessible and inclusive manner.

This role, therefore, is key to our success. The Programmes Director is a senior manager at Impact Hub King's Cross, reporting to the Managing Director. They are an important member of our Leadership Team, contributing strategic vision and team and project management excellence to our organisation. As well as managing our Programmes Team, they will work closely with our Fundraising/Partnerships, Operations and Community teams to add value to the Impact Hub King's Cross. The Programmes Director will also work with Impact Hub Global's Partnership and Programmes teams to develop and deliver international programmes.

Key Responsibilities

- **managing a team** of Senior Programme Managers and Programme Managers to ensure high quality design and delivery of programmes and a motivated team
- ensuring that **impact measurement**, quality tracking and regular programmes reviews allow for continuous improvement of our business support offers
- leading the **design process** for new programmes and consultancy services, prioritising opportunities that are high impact, multi-year or financially sustainable, in line with our strategy
- demonstrate **thought leadership** within the social enterprise sector, speaking or writing on trends and innovation in the sector
- delivering **high quality advice** by organising and leading events, workshops, mentoring sub-contractors and team members and undertaking diagnostics or business advice for entrepreneurs
- developing and managing **funder and partner relationships**, in conjunction with the Partnerships Director, including in the design, delivery, reporting and re-contracting phases of a programme
- ensuring that content from our business support and capacity building programmes is multi-purposed and **developed into new products** to enrich the social enterprise sector
- take an active role in the **leadership and strategy development** of Impact Hub King's Cross, including playing an active role in our Leadership Team, Development Team and contributing to board meetings
- Contributing to the achievement of financial targets by promoting and delivering business services and contracts, creating and managing the programmes **budget**, covering programme delivery costs and making a contribution from programmes to Impact Hub's bottom line, while also supporting our Operations team to foster membership and event sales.

The role requires developing close relationships across our team and other stakeholders, particularly with:

- the Partnerships Director who will create and maintain relationships with funders/partners and generate financial support for our programmes,
- the Community and Operational teams to ensure that our programming adds value to the experience of our members, works in conjunction with our other services and is communicated clearly
- IHKX members, other Impact Hubs (including IH Global), external delivery partners and funders.

Person Specification

Essential:

- An interest in the social enterprise sector
- managing a portfolio of programmes and business support interventions to support social enterprises to start-up, grow and scale their businesses sustainably
- management of a team of direct reports and partners/subcontractors, building their capacity and motivation
- designing and developing new programmes and services suitable for social entrepreneurs including budgeting and setting up partnerships.
- writing proposals and pitching for funding or innovation consultancy projects to corporates, local authorities, funders and other supporters, sometimes on an international basis
- working successfully in partnership with multiple stakeholders, including funders and delivery partners, contacts in the social enterprise sector and awareness of opportunities for social enterprises in London
- contract management, evaluation and reporting, particularly for an advice, mentoring or business support programme with an eye for detail, often to tight timescales
- providing high quality advice and connections to start-up and scale-up enterprises, diagnosing and advising on both strategic and practical improvements to business growth
- organising, facilitating and delivering workshops and large scale events on a range of business topics to inform or inspire social innovators to take action
- publicising programmes and recruiting participants via web-based, social media, publications, public speaking and referral methods.
- communicating in writing in a range of formats including the ability to summarise key information in simple language
- developing and maintaining contacts and connections in the social sector

- knowledge about and enthusiasm for building a socially inclusive, zero-carbon economy, by supporting values-driven business and ecosystems.

Desirable:

- consultancy experience, including contacts with potential partners and clients
- expertise and contacts in one of the following specialisms: food, inclusion or climate change.
- having run your own business / start-up

You:

- are able to demonstrate leadership and skill in working in multi-cultural environments, including with corporate partners, tech start-ups, community businesses and entrepreneurs from low-income backgrounds
- have a creative approach to designing innovative new approaches that support our community of enterprises and ecosystem partners
- are a confident self-starter with a can-do attitude who will thrive in a small team with an entrepreneurial feel
- have a values-driven approach to your work and an enthusiasm for socially-driven enterprises
- are a confident multi-tasker, able to prioritise a complex workload and thrive in an environment characterised by change
- demonstrate attention to detail, persistence and patience
- are motivated by reliably delivering high quality outputs, often to tight deadlines
- are a fast-learner, keen to build and develop the role as suits the needs of the business
- are a natural team player with a deep commitment to collaboration and serving the greater good

Terms and Conditions

Working hours: Normal working hours are 37.5 per week, not including a break.

In addition, occasional weekend working and flexibility may be required with time off in lieu or overtime. We also offer a holiday allowance of 25 days per annum plus national bank holidays. We are happy to consider qualified candidates interested in working flexible hours

Location: Currently based at Impact Hub King's Cross, 34B York Way, N1 9AB. We expect the candidate to work the majority of time from our offices, but are happy to discuss part-time work from home accommodations.

Contract: Permanent with a 3 month probation period. Salary is £40-45k per annum full time, plus pension and profit share scheme. Please note that we would expect someone with less experience to be at the lower end of the band.

How to Apply

If you have the relevant experience for this role and would like to apply, please send an **email** to kingscross.recruitment@impacthub.net with the subject line "**Programmes Director**" and **attach your CV and a covering letter** outlining why you are suitable for the role, and how you meet the person specification. Applications without both a CV and a cover letter may not be considered.

We welcome candidates from diverse backgrounds. To limit any unconscious bias, all applications will be anonymised. Please let us know if you have any other accessibility needs.

Unfortunately we cannot sponsor work VISAs.

Deadline for applications: Tuesday, June 14th at 8am.

Interviews will be held virtually (via zoom) on **Friday, June 24th**. Please keep this date free. Please note that successful candidates will be asked to prepare a short presentation ahead of the interview. Details will be shared in the interview invitation.

Due to the level of applications expected, we regret that we may only be able to reply to successful applicants.