

# Welcome to Pilotlight

Project Facilitator  
Application Pack

April 2026

**pilotlight**



**We exist to facilitate and promote the sharing of professional skills to promote learning and enable charities to help more people.**



# Thank you for your interest in working for Pilotlight

We are a dynamic charity on a mission to facilitate and promote the sharing of professional skills to help charities help people most effectively.

We believe in a world that is fairer and more sustainable because charities, wider social enterprises and inclusive businesses have the skills that they need to tackle disadvantage.

Since 1996, we've helped over 1,000 charities ignite change that lasts, and we have ambitious plans for the future.



We'd love you to join our team.

**Lisa Pearce, CEO**

# Our story

*"I wanted to bring new people to the table."*  
is how Jane Tewson CBE, a celebrated social entrepreneur, describes her decision to set up Pilotlight in 1996.

It was, in many ways, a similar spirit to her earlier achievement of co-founding Comic Relief from a refugee camp in Sudan to bring new money into the charity sector.

And a decade later, she co-founded Pilotlight to bring new skills into the sector.

The purpose of the organisation was sealed in the name. As Jane says, *"Pilotlight means igniting other flames; being a catalyst, bringing things together and letting them go."*

Nearly 30 years later we're still amplifying the impact that charities, businesses and individuals can bring to the world.

## Our mission:

*'To facilitate and promote the sharing of professional skills to help charities help people most effectively'*

## Our core values:

- We bring people together
- We believe in potential
- We expect the best

Pilotlight is an innovative, commercially focused social enterprise and as a Registered Charity, it operates within a robust governance and regulatory framework.

Pilotlight has a core team of talented staff drawn from a wide range of industries and sectors, all of whom are focused on maximising return from the partnerships we facilitate between business and charities.

We have a diverse pool of experienced delivery associates who provide on demand support and our highly qualified Board of Trustees ensures strong oversight and challenge.

# Amplifying impact

We exist to amplify the impact that charities, business and individuals can bring to the world.

We do it by bringing charities together with business and business experts who can tackle the pressing issues charities are facing. We manage the relationship between them to maximise the impact they bring. We help individuals apply their expertise to those who need it, and to grow their own skills as part of a team of advisors.

We increase the impact of individuals by bringing them new experiences and learning. We increase the impact of business by exposing their talent to new situations and challenges. We increase the impact of charities by giving them the expertise and resources they need.



As a result, we amplify the good work that's done in the world.

# Business as a force for good

We fundamentally believe that business can be a force for good in the world. Through our strategic partnerships with business, we amplify their potential to create a more inclusive and equitable world.

Our skilled-volunteering and experiential learning programmes develop employees whilst they give back to society. In the process, we achieve impressive results both for business and the charity sector.

By supporting 'for-impact' organisations in this way, employees hone existing skills, practice new ones and develop fresh perspectives, which they will bring back to their roles.

These experiences not only enrich day-to-day work but extend far beyond, creating a win:win:win: for employees, for business and society at large.



Morgan Stanley



BLACKROCK



# What difference are we making?

## Our activity and reach in 2024

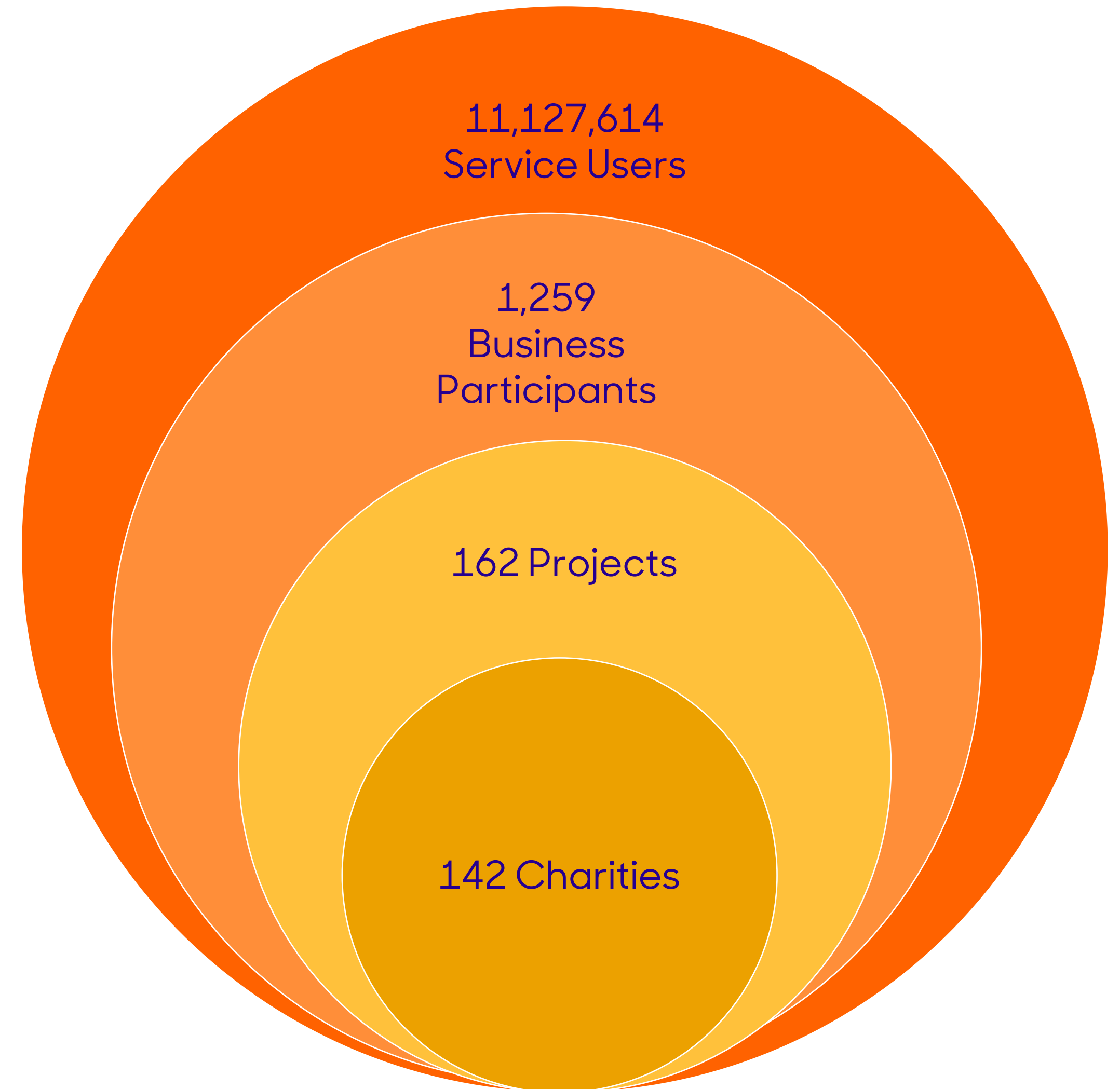
In 2024, Pilotlight worked with **1,259** business participants on **162 projects**, delivering support to **142 unique** charities.

In turn, these charities support over **11 million people**.

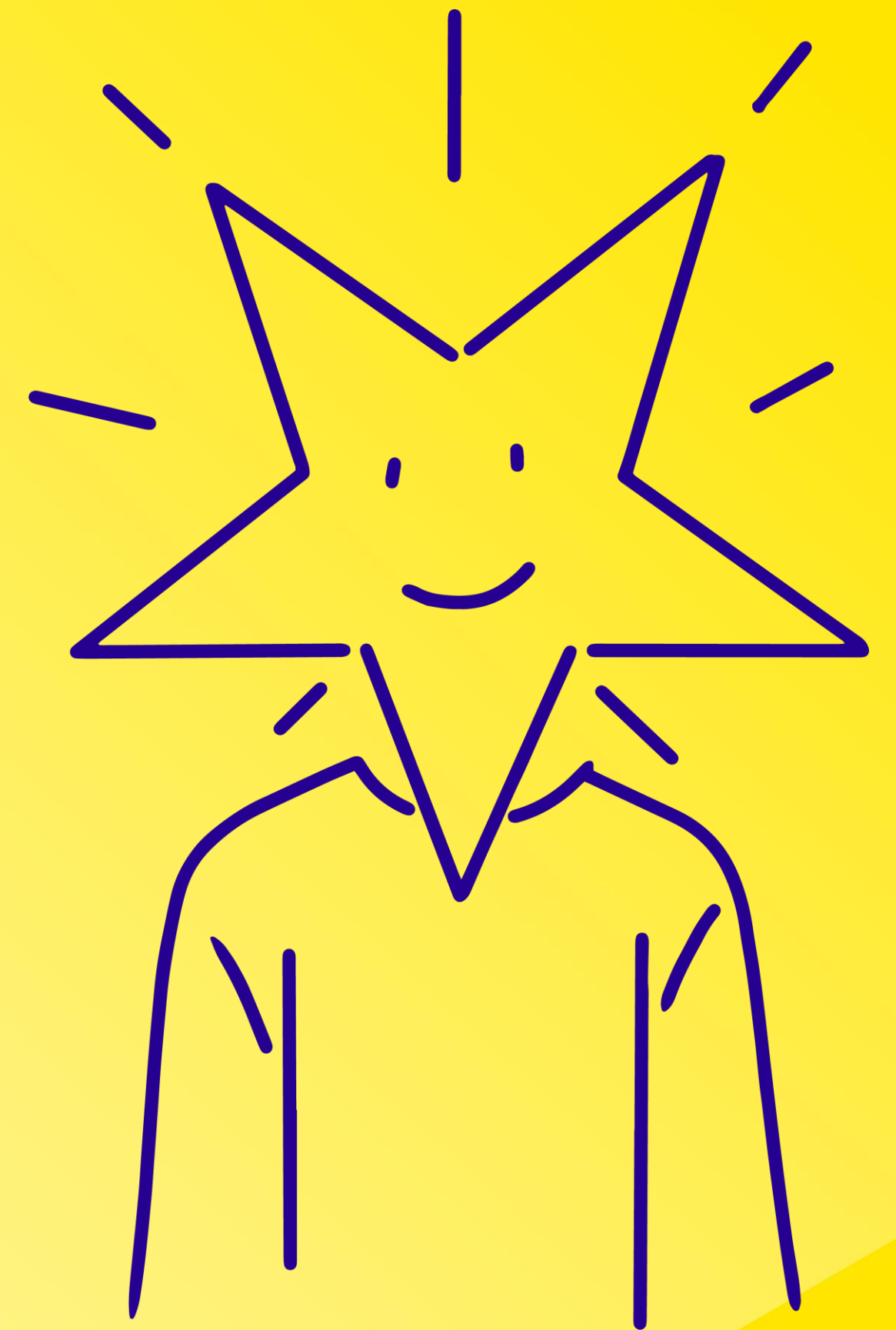
This has been a record-breaking year for Pilotlight in terms of the number of business participants – our ‘Pilotlighters’ – we were able to engage.

Four out of five business participants (78%) reported that as a result they were more confident in applying their expertise in new ways.

Since it was founded, Pilotlight has delivered **1,588 projects** to **1,323 charities**.



# How we do it



# Our programmes

Our programmes are not one-size-fits-all solutions.

We have a range of programmes depending on the type of organisation we're working with and the situation they find themselves in.

Each programme sees a dedicated team of business experts - we call them Pilotlighters - come together to give them focused, individualised support.

Our highly experienced Delivery Team are there every step of the way, so charities are totally supported while business and individuals know they are giving back more effectively.

We share some results from the programmes on the next few pages as an example of the kinds of results the programmes achieve.



## Developing confidence and trust at board level

Croydon Mencap was established in 1952 to support local people with learning disabilities and their carers.

Alan Avis, CEO reached out to Pilotlight for help to define a development strategy and to develop the charity's Board.

Through Pilotlight 360, we gave Alan the tools he needed to be able to free up a deadlock at board level that was holding the charity back. Viewing a short-term deficit in the charity's reserves as an investment was key to changing attitudes to risk.

Two years since the programme, the staff team has grown, turnover has increased by 27.5% and the charity has merged with a smaller charity in danger of closing.

Read more case studies [here](#).



*"I see now that we reached out to Pilotlight we really reached out for permission to trust ourselves."*

**Alan Avis, CEO, Croydon Mencap**

## Finding a secure future for homeless people in Edinburgh

Rowan Alba supports some of the most vulnerable people affected by homelessness in Edinburgh. As a provider of supported accommodation, the charity's most significant challenge is securing good quality accommodation in Edinburgh. CEO Helen Carlin came to Pilotlight Direction to explore a suitable investment model to buy accommodation and attract new investors.

The Pilotlighters reviewed the viability of Helen's investment model, researched and scoped out risks, and helped to identify the charity's unique selling point.

Since the programme Helen has built on the Pilotlighters' recommendations.. She's established a community benefit society, which will purchase a property to provide long-term accommodation for former homeless people.

Read more case studies [here](#).



*"The process was very useful for me. I was led to question my assumptions around different possibilities for our future."*

**Helen Carlin, CEO & Founder, Rowan Alba**

# Growing services for Volunteer it Yourself

Volunteer It Yourself is a not-for-profit Community Interest Company working with young people aged 14-24 who are not in education, employment or training.

The charity came to Pilotlight Insight looking for support on the most effective way to expand its operations nationwide.

The Pilotlighter team produced an extensive 'process map' to help the charity. After careful analysis and evaluation, the team concluded that a hybrid approach would be the most effective.

This approach allows flexibility and supports growth across a broad set of funding partners nationally.

Read more case studies [here](#).



*"The input we have received from the Pilotlighters has been invaluable. It's helped guide our thinking at such a critical time for us."*

**Tim Reading, CEO, Volunteer It Yourself**

# What is it like to work at Pilotlight?



# Our culture

We have a wonderful workplace culture, proven by the results of our Staff Survey, which is anonymous and independently run.

- **100%** of staff say they are proud to work for Pilotlight
- **95%** of staff say that we treat each other with fairness and respect
- **95%** recommend Pilotlight as an employer
- **95%** feel appreciated
- **92%** Agree that we do a good job in promoting equality and diversity.

# Our values

Our values and behaviours guide the way we work both as a team, and with our Partner Charities and Businesses.

## Our values are:

- We bring people together
- We believe in potential
- We aim high.

## Our behaviours are:

- Welcoming – we are friendly, inclusive and supportive
- Collaborative – we are able to achieve more by being diverse and working together
- Nurturing – we build strengths in ourselves and others and support others to do more
- Open – we are flexible and entrepreneurial, embracing change
- Inspiring – we encourage people to raise their sights and ambitions
- Tenacious – we persevere, pursuing our goals with method, rigour and determination.

# Flourishing at Pilotlight

We are a professional, talented, and friendly team, always striving to learn and grow. Each member of staff has the opportunity to be involved in all aspects of our work. We take pride in our work and our organisation, and we have big ambitions.

We offer a great learning environment, with training and development opportunities, as well as a flexible approach to work, supporting our staff team to be able to carry out their roles in the way that works best for them and us. We offer a generous holiday allowance, and other benefits such as enhanced pension provision, maternity/paternity/adoption/shared parental leave and pay and other perks through Perkbox.



# Our commitment to Diversity, Equity & Inclusion

As a charity founded to make a better world, we share the common goal of tackling social disadvantage in all its guises. As a community of purpose, we strive to create ripples of positive impact every day. Over the last two years staff and trustees have been developing our commitment to Diversity, Equity and Inclusion.

We are a committed member of Inclusive Employers.

We are particularly interested in candidates from under represented backgrounds.



# Job Description



# Project Facilitator

**Reporting to:** Head of Delivery and Impact

**Location:** Hybrid. Our main office is in Central London and we operate a Flexible Working Policy

**Starting Salary:** £35K per annum + excellent benefits

**Contract Type:** Full time, permanent

# Purpose of the role

The main purpose of the role is to connect and support project stakeholders from business and charity sectors, creating collaborative environments to solve challenges and build skills for everyone involved. You will facilitate, coach, and administer projects, focusing on relationship-building and ensuring mutual understanding. You'll work coordinate and deliver Pilotlight projects across the full range of programmes, managing them to meet timelines and targets.

The role includes forming effective teams of business experts and charity leaders, encouraging shared learning and development. You will manage a portfolio of projects covering operational and strategic development.

Additionally, you will manage project cohorts which are groups of related projects with partner businesses and charities ensuring they are delivered cohesively, on time, and with strong stakeholder engagement.

# Key areas of responsibility

## Project Delivery

You will:

- Deliver projects across all Pilotlight programmes, which include coaching and mentoring, consultancies, and events programmes.
- Build strong relationships with, and among, all stakeholders engaged in project delivery to ensure a shared understanding among project participants of charity needs and challenges, as set out in project briefs or through engagement with project teams.
- Manage Business and Charity Partner engagement, communication, and participation to create an inclusive and collaborative environment inside and outside meetings.
- Proactively identify potential barriers to outcomes (including interpersonal challenges) and address them constructively and promptly.

## Key areas of responsibility (continued)

- Draw on the expertise of yourself, project participants, and Pilotlight in strategy and impact, finance and funding, governance and risk, and people and change to maximise project effectiveness.
- Manage the overall logistics of your charity portfolio, including setting project schedules within agreed timeframes and managing diaries.
- Work closely with our Impact Lead to provide feedback on engagement levels and contribute to the evaluation of Pilotlight's work.
- Contribute to the ongoing development of Pilotlight's knowledge base and best practices by sharing insights and lessons learned, supporting peer learning, and helping to ensure consistently high-quality delivery across all programmes.

# Key areas of responsibility (continued)

## Cohort management

### You will:

- Work collaboratively across teams to ensure project delivery timelines are met and schedules are kept up to date.
- Coordinate with the Partnerships team to understand Business Partner requirements and align them with suitable charity challenges.
- Ensure smooth project transitions by working with the Partnerships team for thorough project assessments and seamless handovers to Delivery Team members within the cohort.
- Assist in developing clear and effective project briefs to support successful outcomes for everyone involved.
- Provide support to associates and team members working alongside you.
- Take the lead in organising project kick-off and celebratory events.
- Oversee and facilitate in-person events, managing logistics, clarifying roles and coordinated delivery

# Experience and Competencies

- Proven experience in client-facing roles, working with senior stakeholders
- Skilled facilitator of meetings and events, both in-person and online
- Strong relationship-building and organisational abilities
- Excellent verbal and written communication skills
- Self-motivated and proactive with a team-orientated approach
- Excellent problem-solving skills and ability to manage conflict
- Good understanding of the not-for-profit sector and organisational development
- Highly organised and efficient
- Competent with Microsoft Office and CRM systems; Salesforce experience is a plus
- Effective project management and familiarity with ASANA preferred.
- Alignment with Pilotlight's mission and enthusiasm for social impact

# How to apply

If you'd like to apply for this role, send the following documents to [recruitment@pilotlight.org.uk](mailto:recruitment@pilotlight.org.uk) referencing the role title:

- Your CV
- A brief supporting statement outlining your suitability for the role

Pilotlight is committed to an equal opportunities policy. Please complete our [Diversity, Equity & Inclusion form](#) as part of your application. The information you provide will not be shared with anyone involved in assessing your application.

If there are extra steps we can take to adapt the recruitment process to ensure that it is inclusive for you, [please let us know](#).

**Closing date for applications: 15<sup>th</sup> May** (at 10am)

## Interview process:

If you are successful, we may arrange a time to carry out an initial informal video call.

We will invite a shortlist of people to interview online on Wednesday 27 May 2026

Second interviews may be required

Applicants must have the right to work in the UK.

# Good luck with your application!

If you have any queries about the position,  
please [recruitment@pilotlight.org.uk](mailto:recruitment@pilotlight.org.uk)

Pilotlight  
5th floor, 14 Bonhill Street  
London EC2A 4BX  
[www.pilotlight.org.uk](http://www.pilotlight.org.uk)

Registered Charity No. 1059660  
Company Guarantee No. 3270679  
Scottish Charity No. SC038844