

## Application Pack

Thank you for your interest in working for Pilotlight. What a good choice!

We are a dynamic social enterprise which tackles disadvantage by facilitating and promoting the sharing of professional ('pro bono') skills to help charities help people.

We believe in a world that is fairer and more sustainable and if you join us, you will be part of a team that helps to make that possible because we engage with charities, wider social enterprises and inclusive businesses and help to ensure that they have the skills that they need to be as effective as they can be.

We are 25 years old this year and we have ambitious plans for the future. Our strapline is 'Great causes deserve great talent' and this is our motto for staff recruitment too. Your talents are what we hope to attract when we are recruiting colleagues to our team.

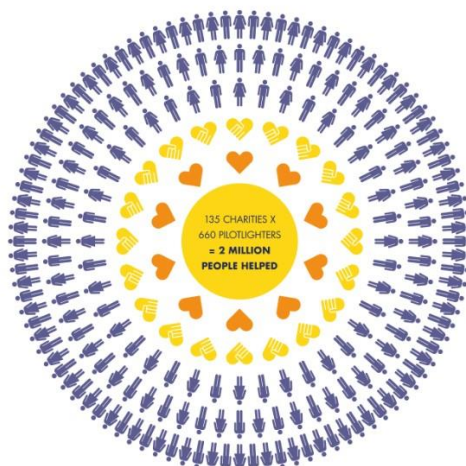


Ed Mayo  
Chief Executive

## Our story

"I wanted to bring new people to the table," is how Jane Tewson, a celebrated social entrepreneur, describes her decision to set up Pilotlight in 1996. It was, in ways, a similar spirit to her earlier achievement of co-founding Comic Relief. Comic Relief was to bring new money into the charity sector, Pilotlight was to bring new skills into the sector.

The core idea is still a compelling one - that those working to tackle poverty, for public gain, should have no less access to high quality professional skills than those who are wealthy and have the means to pay for them for private gain.



Key:  
♥ = 13.5 CHARITIES  
✋ = 33 PILOTLIGHTERS  
👤 = 20,000 PEOPLE  
#GiveBackBetter

We are now a small organisation with a big impact. Our 20 members of staff work out of offices in London and Edinburgh (although at the moment we're all working from home) and in 2020 we worked with 135 charities, supporting these organisations to plan for sustainability, development and growth. In turn these charities support over two million people.

To achieve this, we partner with over 25 leading businesses and hundreds of individuals, which we call Pilotlighters. Since 2003, we have worked with more than 2,000 Pilotlighters to support nearly 1,000 charities and social enterprises.

## Our impact

We help our charities become more resilient and deliver more effective and efficient services, resulting in better outcomes for disadvantaged people.

## How we do it

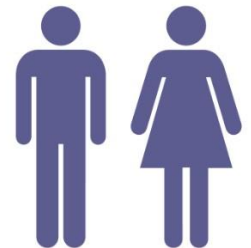
### The Pilotlight Programme

Over 10-12 months, a team of Pilotlighters - senior executives from the private, public and charity community – work together with a charity leader and their board of trustees, to help them tackle the strategic challenges they face. Responsive to the charity's needs, the programme can work on any pressing areas of concern for the charity. The programme often looks at areas such as vision and mission setting, governance and leadership development, strategic business planning, away day planning/facilitation, income diversification and improved impact measurement.

**Two years after working with us charities have on average increased their:**



**INCOME 27%**



**REACH 30%**

By working closely with the charity leader the programme strengthens leadership, confidence and resilience, enabling them to move their organisation to the next stage in its development.

We manage the transfer of skills through our unique managed model. The Pilotlight Project Manager acts as a facilitator, coach and administrator, enabling us to achieve outstanding results for our charity partners and our business members.

### Partnership Programmes

Using the skills of employees across the talent spectrum within our partner business', our Partnership Programmes are short, focused engagements designed to harness the skills of teams of Pilotlighters. Working collaboratively, they tackle and solve a carefully scoped specific issue a charity is facing. Typically 2-3 months in length, these programmes vary from light-touch through to intensive engagements. At the end of the programme, the charity may have benefitted from high level recommendations, through to innovative solutions backed up by detailed analysis, research and implementation plans.

These programmes offer tailored support to our charity partners who need support, while providing a learning and development opportunity for the Pilotlighters. The Pilotlight Project Manager plays a crucial role in ensuring the team stays focused, on-track and able to achieve high quality results for our charity partners.

## What is it like to work at Pilotlight?

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

- 100% of staff say they are proud to work for Pilotlight
- 100% of staff say that we treat each other with fairness and respect
- 95% Recommend Pilotlight as an employer
- 71% are happy with the training and development
- 71% Agree that all people have an opportunity to succeed
- 81% Agree that we do a good job in promoting equality and diversity.

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 to tackle disadvantage most effectively



We believe in the potential of people and the power of charitable action



To make a real difference, we expect the best of ourselves and of those we work with

Our behaviours are:



## 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 support charities in their efforts to help more people, 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 year staff and trustees have been developing our commitment to Diversity, Equity and Inclusion.

Earlier this year we were pleased to release our [Diversity, Equity & Inclusion 2021-23 Action Plan](#). How we came to this plan, and how we'll be taking it forward is outlined by our Deputy Chief Executive Bruce McCombie in his accompanying [blog](#).

We are particularly interested in candidates from underrepresented backgrounds.

## Head of Delivery

### Job Description

<b>Reporting to:</b>	Deputy Chief Executive
<b>Direct reports:</b>	Two Senior Project Managers; four Project Managers
<b>Location:</b>	London (currently home-based due to Covid-19 – but when circumstances allow working out of our London office according to our Flexible Working Policy – up to 3 days/week can be home-based)
<b>Starting Salary:</b>	Around £42k per annum
<b>Contract Type:</b>	Full time, Permanent

### Purpose of the role

As Head of Delivery, you are responsible for the successful planning and delivery of Pilotlight's programme offering for participating charity partners and Pilotlighters. You will lead and manage the delivery team to achieve our delivery goals and quality targets in an efficient and effective way. Reporting to the Deputy Chief Executive, you will be a Leadership Team member, contributing to the effective leadership and management of Pilotlight, with budget responsibility for staffing on delivery.

### Key areas of responsibility

- Leading and managing the delivery team to ensure excellence of Pilotlight's work with charities and Pilotlighters.
- Planning and coordinating resources to achieve delivery goals and quality targets, working closely with the Head of Charity Experience and Head of Operations to ensure programmes are delivered in an efficient and effective way.
- Developing excellent relationships with business partners throughout the delivery cycle, in liaison with the Head of Business Development.
- Contributing to the effective integration of our delivery work with our systems, in liaison with the Head of Operations.
- Monitoring consistency and quality of delivery in line with the programme and project objectives and in liaison with Head of Charity Experience.

## Summary of key competencies

- A highly organised and confident people manager with a track record of leading teams to deliver
- Excellent skills for programme planning and management
- Strong communication skills
- Ability to develop and maintain successful relationships with internal and external stakeholders
- Working knowledge of the UK charity sector
- Rigorous and organised approach to work with a commitment to quality and value for money
- Knowledge and interest in technology as an enabler for our work
- Collaborative and consultative with strong problem solving skills
- Commitment to Pilotlight's values and purpose

## To apply:

Please follow [this link](#) to apply. You will be asked to provide some information about yourself and upload the following documents:

- your CV
- a cover letter

Pilotlight is committed to an equal opportunities policy. Please complete a **Diversity, Equity & Inclusion form** as part of your application. This will not be shared with anyone involved in assessing your application.

**Closing date for applications:** Tuesday 29<sup>th</sup> June 2021 (11:59pm)  
**First round interviews:** Thursday 8<sup>th</sup>/ Friday 9<sup>th</sup> July  
**Second round interviews:** Thursday 15<sup>th</sup>/Friday 16<sup>th</sup> July

Applicants must have the right to work in the UK.

If you need an adjustment to the recruitment process to allow you to be considered for the job please let us know.

If you have any queries about the position, please contact Imogen Jefferies on: [ijefferies@pilotlight.org.uk](mailto:ijefferies@pilotlight.org.uk).