

## Application Pack

Thank you for your interest in working for Pilotlight. We are a unique, dynamic charity working to **help charities help more people, more effectively**. Our vision is a world in which charities and business work together to achieve positive social change.

We celebrated a 15 year anniversary in 2018 and have ambitious plans for the future. Our strapline is 'Great causes deserve great talent'. Recruiting talent to our staff team is hugely important for us.

## About Pilotlight

We are a small organisation that has a big impact. Our 18 members of staff work out of two offices in London and Edinburgh and at any one time, we are supporting around 75 inspiring charities across the UK to plan for sustainability, development and growth. We support small and ambitious organisations tackling disadvantage in the UK, improving the lives of those most in need.

Since 2003, we have worked with over 1,600 business leaders to support over 750 charities and social enterprises.

## Our values

Our values guide the way we work both as a team, and with our partner charities and businesses:

**CONNECTING**

We bring people together to create positive social change

**UNLOCKING**

We unlock potential and achieve results

**DEMANDING**

We expect the best of ourselves and of everyone we work with

## Our impact

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

Two years on our charity partners report:



## How we do it

### The Pilotlight Programme

We handpick teams of senior executives from the business community and match them with charities and social enterprises to help them plan for a sustainable future. We manage the transfer of skills over a 10 month period 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.

### Partnerships Programmes

Utilising skills at different levels within companies, we create bespoke 2 – 6 month programmes to offer tailored support to our charity partners, while providing a learning and development opportunity for the Pilotlighters.

## Why we do it

The small to medium sized charities we support are experts in meeting the particular needs of their beneficiaries, but struggle in the challenging, and changing, environment. They often lack the resources or business skills needed to help sustain and grow their organisations to meet demand. By connecting charity leaders with talented business people who are keen to develop themselves and give something back, we help the charities create a stable future with greater impact for their service users.

# Working 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, a generous holiday allowance and other benefits.

---

## Operations Executive Job Description

### Reporting to Head of Operations

£25k - £27k + excellent benefits

Central London

Full time

Pilotlight is a dynamic, award-winning charity with bases in Central London and Edinburgh, which transforms the lives of disadvantaged people in the UK. We do this by offering charities and social enterprises access to the strategic business support they need to become more efficient, effective and sustainable. Through a managed process of coaching and mentoring by teams of our business members (Pilotlighters), we help our charities and social enterprises to develop their strategic knowhow, strengthen their organisations and, ultimately, increase their impact. In London we are currently supporting over 60 charities and social enterprises – working on a diverse set of issues such as homelessness, domestic violence, mental health, education and youth work and support services for the elderly - using the skills of over 200 Pilotlighters. You will be joining a talented, professional, supportive and very friendly team.

### The role

The Operations Executive is an exciting new role, providing key support across all teams to ensure that things run efficiently and effectively in support of our mission. For the right person, there is potential to develop and shape the role beyond its current scope over time. You will be an excellent communicator and team player, enjoying variety in a fast-paced environment, as well as being organised and pro-active. Pilotlight offers excellent benefits including opportunities for learning and development.

### Main responsibilities

- Ensuring the smooth and efficient running of the office including liaising with external suppliers
- Desk research, data management, monitoring and reporting
- Booking staff travel and associated logistics
- Carrying out financial and HR administration
- Communications support related to events & campaigns
- Carrying out ad hoc projects and support for the Charity Partnerships team
- Other tasks as required by the Head of Operations

### Competencies

Can-do attitude, proactive

Exceptionally organised and demonstrable ability to prioritise workload

Experience and skill in organisational support and office management (desirable)

Excellent communicator, both verbal and written

Attention to detail

Willingness to be flexible and support where necessary

Proficient in Word, Excel and PowerPoint

## How to apply

To apply please send your CV and a supporting statement saying why you're the right person for this role to Mel Whitney-Long [mwhitneylong@pilotlight.org.uk](mailto:mwhitneylong@pilotlight.org.uk)

**Closing date:** Sunday 5<sup>th</sup> May 2019

**First Interviews:** Monday 13<sup>th</sup> May 2019

Pilotlight is committed to an equal opportunities policy.  
Please note we can only respond to shortlisted candidates.  
Applicants must have the right to work in the UK.