

Application Pack

Thank you for your interest in working for Pilotlight. We are a unique, dynamic social enterprise 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 20 members of staff work out of two offices in London and Edinburgh (although at the moment we're all working from home) 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 more than 2,000 business leaders to support nearly 1,000 charities and social enterprises.

Our values and behaviours

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

Our values are:

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 behaviours are:



Our impact

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

After working with Pilotlight, charity leaders report:

- ✓ More confidence in themselves
- ✓ More effective senior management team
- ✓ More effective board
- ✓ More effective services



Two years after working with us, charities on average increase their turnover by 40%, and increase the number of people they reach by 36%.

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.

Project Manager

Job Description

Reporting to:	Head of Programmes
Location:	Central London (currently home-based due to Covid-19)
Starting Salary:	£27,000/annum
Contract Type:	Full time, Permanent

Purpose of the Role:

A unique role in a unique organisation.

Pilotlight is a dynamic, award-winning social enterprise with established 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 the charities and social enterprises we work with to develop their strategic knowhow, strengthen their organisations and, ultimately, increase their impact. In London we are currently supporting over 150 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 500 Pilotlighters.

You will work with our team to deliver our range of programmes which enable charities tackling some of society's biggest issues to help more people more effectively.

You'll manage a portfolio of projects focused on all aspects of organisational development including purpose, strategy, governance & leadership, impact measurement, people, funding and operations.

Main responsibilities:

You will be responsible for the smooth running of your project portfolio, in particular:

- You'll help us to deliver an exceptional service by developing a deep understanding of the needs and challenges of charities, drawing on Pilotlight's sector insights to assist in an organisation's development.
- You will build strong relationships with Charity Partners and Pilotlighters and will help to tailor the projects so that they meet their aims and goals.

- You will effectively manage Pilotlighter and Charity Partner engagement, communication and participation to ensure they are valued and connected to the work and are always fully informed of what to expect at each stage of the project.
- You'll use your initiative to spot when problems could potentially arise and take leadership for troubleshooting any issues.
- You'll be dedicated to making sure that Charity Partners and Pilotlighters have an exceptional project experience.
- You will plan and facilitate (online and in person) meetings, away days, stakeholder sessions and other project activities in line with Pilotlight's models to drive for outcomes. Agreeing objectives and approach in collaboration with Pilotlighters and Charity Partners.
- You'll manage the overall logistics of your charity portfolio, including setting the project schedule within agreed timeframes and diary management.
- You will maintain all required project documentation (meeting notes, agendas, Salesforce input) to a high standard.
- You will work with our Partnerships and Charity Partnerships teams to provide feedback on levels of engagement and effectiveness of contribution and contribute to the evaluation of Pilotlight's work.
- You will assist with the onboarding of new Charity Partners and play a vital role in selecting organisations that will benefit most from our programmes.
- You will apply your curiosity and insight to help refine Pilotlight's models and approaches.

Experience and Competencies

- At least 3 years' experience in a client-facing role – experience of dealing with senior people is advantageous
- Strong experience of facilitating/leading meetings, planning days or other activities
- Exceptional organisational skills, with experience of working to tight deadlines on multiple projects/tasks
- A strong communicator (verbal and written) who is personable, calm and dependable
- Confident in day-to-day administrative tasks and using any of the Microsoft office package
- Comfortable with taking the initiative, and able to self-manage

- An affinity with Pilotlight's mission and values and excited about working with organisations tackling some of society's biggest issues
- Team oriented, with a 'can do' and 'hands on' approach to helping the wider Pilotlight team wherever necessary
- An understanding / familiarity with the not-for-profit sector and/or organisational development is desirable but not essential. Above all we are looking for someone that is keen to continuously learn and improve their understanding of the sector and its needs.

To apply:

Please send the following to Imogen Jefferies ijefferies@pilotlight.org.uk

- your CV
- a supporting statement answering the following questions
 - why you want to join Pilotlight (300 words)
 - why you are the right person for this role (300 words)

Closing date for applications: Sunday 29th November 2020

First round interviews: Wednesday 2nd or Friday 4th December 2020

Second round interviews: Wednesday 9th December 2020

Please note we can only respond to shortlisted candidates.

Applicants must have the right to work in the UK.

Pilotlight is committed to an equal opportunities policy. Please download a Diversity & Inclusion form from the website and send with your application.