

## 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.

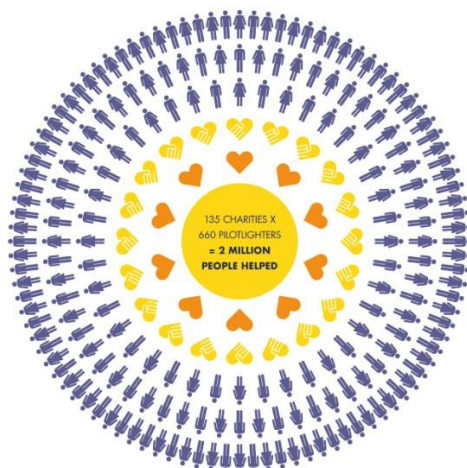


Ed Mayo  
Chief Executive

## 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

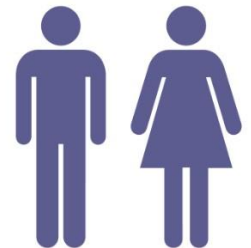
### The Pilotlight Programme

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. We are an “*Inclusive Employers*” member.

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.

## **Project Manager**

### **Job Description**

<b>Reporting to:</b>	Head of Programmes
<b>Location:</b>	London (according to our Flexible Working Policy – up to 3 days/week can be home-based)
<b>Starting Salary:</b>	£27,000/annum
<b>Contract Type:</b>	Full time, Permanent

#### **Purpose of the Role:**

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

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

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:** Monday 27<sup>th</sup> September 2021 (23:59)  
**First round interviews:** Tuesday 5<sup>th</sup> October 2021  
**Second round interviews:** Monday 11<sup>th</sup> October 2021

Please note we can only respond to shortlisted candidates.  
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).