

JOB DESCRIPTION – Social Impact and Delivery Manager

Job title:	Social Impact and Delivery Manager
Reports to:	Chief Executive Officer (CEO) – Liz Williams MBE
Location of work:	Home-based / Some travel to London
Duration:	12-month fixed term contract
Hours:	Flexible (Minimum 22 hours a week, up to full time at 36.5 hours a week)
Days:	Flexible (Minimum three days a week, must include Mondays)
Salary range:	£40,000 - £54,000 dependant on skills & experience (pro-rated to hours contracted)
Start date:	ASAP

Job purpose

Are you someone who drives for results and wants to do work with purpose? Are you a great communicator that can bring teams together to deliver a big, bold goal? Are you experienced in using data to demonstrate impact, and if not, do you have an analytical mindset and a willingness to learn? Then we'd love to meet you!

We are seeking an experienced individual to join our small and vibrant team to strengthen our delivery and impact muscle. FutureDotNow is a charity and industry coalition focused on accelerating the UK's workplace essential digital skills at scale. We have made significant impact in our first three years, raising awareness of the size and critical nature of the UK's basic digital skills gap, and are helping business to take action. We have ambitious plans and are now looking to hire a motivated and engaging *Social Impact and Delivery Manager* to help us shape the strategy, manage the plan, demonstrate impact, and strengthen FutureDotNow's delivery and impact capabilities.

Managing this programme of work will be a broad and stretching role, it will suit someone who is naturally organised and enjoys creating clarity and delivering results. Someone with high emotional intelligence, who can work collaboratively with others to get the best from them. Some team members work part-time, so a mixture of team-working and independent working is essential. The role will offer exposure to a wide range of industry leaders and organisations across the UK, which is a great opportunity to expand your network.

We encourage people who are keen to work for an agile, high-impact, purpose-driven organisation to get in touch. We are an equal opportunities employer and welcome applications from candidates of all backgrounds.

About FutureDotNow:

FutureDotNow is a coalition of industry leaders focused on closing the digital skills gap in the UK workforce. We're coordinating industry action to equip working age adults across the UK with the Essential Digital Skills (EDS) they need to thrive in work and prepare for our digital future.

The UK workforce is digitally underpowered; an estimated 11.8 million adults still lack the Essential Digital Skills for Work – that's 36% of all working adults. FutureDotNow is working to change that, at pace and at scale. We're helping businesses understand that a significant proportion of the workforce do not have the digital basics they need for the workplace. And we're empowering industry business leaders to take action and drive change, because addressing this is fundamental to business recovery, national productivity, and personal prosperity.

Our action-centred community cuts across all industry sectors, helping organisations develop, share and implement best practice. We want every working-age adult across the UK to have the opportunities they need to grow their digital confidence and capability and thrive in our increasingly digital world.

Established in 2019, and becoming a charity in 2022, we are more than 195 members strong, convening the reach and influence of industry leaders such as Accenture, BT, Good Things Foundation, Lloyds Banking Group, Nominet, PwC and Salesforce who all sit on [our Board](#).

What will you do in this role?

Strategy, Planning & Delivery:

- Support the CEO and COO with strategy development and annual business planning.
- Create and maintain the overall programme plan; identify and manage interdependencies.
- Plan and deliver a cadence of team meetings that brings the team together, provides visibility and focuses on delivery of outcomes (building on current weekly / quarterly routines).
- Support and hold to account colleagues to deliver key projects and events.
- Introduce and embed project management disciplines (scoping, planning, delivery, reporting, continuous improvement).

Impact Measurement & Reporting:

- Work with the COO on the design and implementation of an impact measurement framework for the organisation, including more detailed key performance indicators (KPIs) that link to the organisation's overall impact metrics.
- Use the framework to prepare quarterly updates on the charity's impact on its mission.
- Work with colleagues to define KPIs for projects.
- Monitor and report on outcomes and/or impact evaluation, including providing inputs to grant reports.

Resourcing:

- Support colleagues to define resource and skill requirements for key projects.
- Work with CEO, COO and Business Manager to define the capabilities and capacity needed to deliver the programme.

Financial Management:

- Work with CEO, COO and Business Manager to define the overall programme budget, as part of annual financial planning.
- Allocate budgets to projects based on their alignment to the mission, and work with colleagues to ensure projects are delivered on budget, and in line with grant requirements.

Project Governance:

- Manage production of quarterly strategy dashboards for board reporting, focusing on the impact of the mission and delivery of the strategy.
- Introduce robust but pragmatic risk management practices that help colleagues to identify and mitigate risks across the programme/projects.

PMO Technology:

- Review and improve how we use technology (such as Teams, Trello) across the team to deliver outcomes, manage priorities and collaborate.

Experience and attributes:

- Significant understanding and experience of using **project and programme management methods** as well as the ability to know when to be flexible; you are confident balancing rigour with pragmatism.
- You enjoy **creating clarity and structure** and have experience of creating plans, and managing expectations, resources and risks to deliver projects within timeframes and budgets.
- Experience of **developing data-driven delivery targets and programme KPIs**, including data analysis, report writing and translating complex findings into actionable insights, or an analytical mindset and a willingness to learn.
- Experience working with **cross-functional teams, reporting to senior stakeholders** as well as a wide range of audiences.
- Comfortable challenging and holding the team to account in a compassionate, people-first way.
- You are creative, and approach obstacles innovatively.
- You have an interest in working in a small team, start-up environment where you have the freedom to shape what we do and how we work.

Skills:

- Ability to **think strategically** and see the "big picture", whilst also being **comfortable working in the detail**.
- You will possess excellent **interpersonal skills** and be a **confident communicator** who is adept at managing stakeholders and enjoys supporting colleagues. You have **high emotional intelligence** and build rapport easily.
- You are well organised, and good at **prioritising, multi-tasking and meeting deadlines**.
- You are **analytical** and comfortable using data-based methods to demonstrate outcomes and impact.
- Ability to work autonomously and collaboratively as part of a small team.
- Ability to think critically and creatively to solve problems, with a positive mindset to overcome setbacks.
- PowerPoint, Excel, Word, SharePoint, MS Teams, or ability to learn.

Interested?

We'd love to hear from you, please send us your CV and a short cover letter (no more than 500 words!) on why you would be great for the role to jobs@futuredotnow.uk by 31st December 2022.