

Candidate Brief

Director of Services

March 2019



KEY FACTS

- Job Title: Director of Services
- Reporting to: Chief Executive (CEO)
- Central London Location: South Bank Technopark, London SE1 6LN
- Contract: Two years fixed term contract
- Hours: Full-time with opportunity for home working one day per week post probation
- Start Date: As soon as possible
- Remuneration: Salary: C. £50,000 depending on experience, 7% pension contribution
- Annual Leave: 25 days.

INTRODUCTION TO PRO BONO ECONOMICS

Overview

Pro Bono Economics (PBE) is the key channel for professional economists to volunteer their skills to tackle some of the most pressing issues in society.

Pro Bono Economics helps other charities and social enterprises to understand and improve their impact and value. As our name suggests we do this by matching skilled volunteer economists with charities who want to understand how they could work better and achieve more. Since we were established in 2009, we have worked with over 400 charities across the sector supporting them with:

- Advice on how to collect and analyse data
- Full economic analysis of interventions in areas like education and mental health
- Research to support advocacy and campaigns.

Since 2016 the Board has pursued an ambitious strategy with promotion of wellbeing at the core. The strategy combines an increase in the scope of the support PBE offers to individual charities, and developing PBE's voice across the charitable sector on policy issues, seeking to be an opinion leader in the interface between our core discipline of economics and the key issues affecting wellbeing including education, employability, mental health and complex needs.

Pro Bono Economics Strategy

PBE strategy is to leverage the knowledge and experience from individual studies with client charities to influence and improve wider policy and practice in the charity and impact investing sectors.

To achieve this, our strategy focusses on four pillars which support wellbeing; education, employability, mental health and resilience and complex needs. This helps the charity to gain leverage from its work and provide improved opportunities for collaboration and partnership with

others working in this space. PBE will contribute in each of these pillars, by harnessing the distinctive contribution which economics can make in changing behaviour and better resource allocation.

PBE Team

- Julia Grant, CEO
- Vacant, Director of Services
- Neil Pratt, Chief Economist
- Susannah Behr, Director of Development
- Cassia Dingwall, Finance and Operations Manager
- Simon Burns, Director of Public Affairs
- David Knight, Data Administrator
- Jessica Harneyford, Partnerships Manager
- Communications and Events Officer (recruiting post)

The team is supported by Economic Associates who work on a retained consultancy basis. The Associates help scope and frame studies with charities, support the volunteers during projects:

- Providing specialist technical advice shaping projects at inception
- Giving guidance on technical issues during projects
- Providing review, challenge and quality assurance at the end
- Extracting the learning from individual projects to support PBE's broader aims

PBE currently retain SENSO Communications to support their Communications and Policy initiatives.

ROLE DESCRIPTION

We are looking for a full time **Director of Services**. Reporting directly to the CEO they will manage all aspects of service delivery including charity service, volunteering and learning programmes. The post holder will embrace challenges and be excited by the prospect of working in a dynamic executive team, helping shape PBE's future operating model.

Momentum is strong: the pool of volunteers is growing and there is pipeline of exciting flagship opportunities with charities. Strategies, systems and processes are in place to deliver high quality work. We are looking for someone to maintain and develop these systems and to take the lead on developing and codifying a learning offer which will allow organisations who are not ready for a bespoke economic analysis to 'self-serve' through digital platforms and in-person training.

They will combine strong project management skills with an outward facing role, working with the Director of Development to secure funded partnerships for new programmes of work in our focus areas. They will also work with high profile individuals in the economics and related professions who are interested in volunteering or are more broadly engaged in our work, helping to invigorate PBE's strong network of stakeholders.

Job Description

Overall Purpose

The Director of Services will project manage the end to end service delivery strategy and develop relationships across the corporate and public sector to ensure that we have powerful sponsorship of our volunteering model and high-quality engagement with volunteers.

They will contribute learning and insight from our service delivery to shape and evidence our new policy agenda led by the Director of Public Affairs and use the project pipeline to support the Director of Development's cultivation and solicitation plans for a portfolio of new corporate, foundation and major donor prospects from PBE's funding pipeline to grow income to £1m+ by 2020.

Service Delivery

- Managing the end to end project delivery process from pipeline generation, to coordination of due diligence, EA support, volunteer economist project team selection and matching, and monitoring and evaluation of all PBE support
- Identification and qualification of flagship projects including identifying links across projects
- Sustain and improve core business processes including engaging the Chief Economist and Economic Associates in a timely manner as required to ensure effective input into project work and sign-off of key outputs
- Maintain structure and systems to ensure high quality, high value service
- Sustain and develop successful alliances and partnerships for project delivery
- Set tone, direction and expectations for key corporate supporters and volunteers
- Set direction and develop charity training strategy

Learning Management and Delivery

- Design, planning and executing a pilot learning programme for charities
- Lead and develop volunteer training strategy, in partnership with PBE Chief Economist
- Supervising design and development of supporting systems (including online delivery tools)
- Resource planning and recruiting
- Monitoring and evaluation

Performance Management

- Manage impact reporting process and interrogate feedback from charities and volunteers to improve infrastructure and support project delivery
- Resolve critical resources issues
- Develop staff service capability through selection, coaching, and reinforcement
- Track and interrogate survey and dashboard data to analyse and improve our performance and impact

Volunteer and Employer Engagement and Management

- Work with corporates and PBE Director of Development to develop and embed skills-based volunteering packages, including planning and delivering learning engagements for individual volunteers and their corporate sponsors
- Cultivate and retain high quality volunteers and attract new ones
- Track and monitor volunteer capacity and engagement

Business Development

- Work with the Director of Development to develop and test models for income generation through services plus programme management
- Develop and extend models of partnership working – funded and other
- Contribute to leverage of PBE project work, helping develop resources for learning, policy and advocacy

Building Public Profile

- Contribute to publication of PBE project work, helping facilitate the development of key materials e.g. final report, press release and comms materials
- Representing and presenting on the PBE model publicly for charities, funders and businesses where required
- Contribute resources to raise the profile of PBE and the benefits of skills-based volunteering to individuals and employers
- Plan and deliver speaking engagements for volunteers and PBE leadership team

Other

- Contribute to the effectiveness of the wider PBE team (e.g. helping at client events, fielding ad hoc questions on project work, input into fundraising proposals).

Key External Relationships

- Key corporates and organisations who supply, or could potentially supply, volunteers
- PBE's network of individual volunteers
- PBE's partners; e.g. grant making foundations, think tanks, government departments, corporates and High Net Worth individuals who may fund or otherwise support our programmes of work

Reporting Line and Internal Stakeholders

The Director of Services will report to the CEO and manage the following staff:

- The Economic Associates working on charity projects and on PBE specific work
- The managers delivering funded programmes (such as the funded programme on homelessness for Oak Foundation)
- The Data Administrator

- The delivery of Training, Learning and cultivation programmes. This role will be recruited once initial work on e-learning and masterclasses has been completed

HIRING AND SELECTION PROCESS

Key Selection Criteria: Experience, skills and attributes

- Ability to work in a small dynamic team with a fast-moving agenda in a “start-up environment”
- Ability to build relationships with, and to relate to the needs of, stakeholders from a diverse range of backgrounds
- Comfortable being responsible for strategic development and the operational execution of high-quality services to individual charities and training and learning programmes across the sector
- Desire to make positive change to society with a specific focus on improving wellbeing
- Close identification with PBE’s Mission, Values and approach

Skills and Experience

- Track record in Operations Management / Key Account Management or Customer Service delivery
- At least five years of professional experience in the business, public or third sector
- Minimum 2:1 degree
- Strong project management skills combined with flexibility to adapt and improve
- Experience of running teams and designing systems and processes
- Exceptional interpersonal, communication and presentation skills
- Ability to meet deadlines and work well under pressure
- Experience of working with Salesforce, PowerPoint, Excel and Word
- Willingness and ability to organize and attend events, including those outside of the office and outside of normal office hours

Timetable

Closing date:	Monday 29 th April 2019
Review of Applications:	Friday 3 rd May
First interviews:	Tuesday 7 th – Monday 13 th May
Proposed Interview Dates:	Tuesday 21 st and Thursday 23 rd May 2019

HOW TO APPLY

Please send a CV with a short supporting statement to anngill1000@gmail.com at JMR Consultants. If you would like to schedule an informal discussion of the role, please telephone Gemma Bruton, Julia Grant or Cassia Dingwall on 020 3632 2668 or e-mail Ann Gill as above.

Pro Bono Economics is committed to equal opportunities and we welcome applications from all qualified candidates. The Equal Opportunities Monitoring Form available at <https://www.probonoeconomics.com/policies> should be completed and returned to Cassia Dingwall, cassia.dingwall@probonoeconomics.com.

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