

Head of Social Entrepreneur Support

Terms:	Full Time, Permanent
Reports To:	Director of Social Entrepreneur (SE) Support
Salary Band:	Grade F (£58,429 - £64,272 per annum) + London weighting of £3,285 per annum if applicable
Location	This is an agile role so you can be based anywhere in the UK. You are welcome to use one of the UnLtd office hubs in London or Birmingham, or a satellite office in Scotland or Northern Ireland. We are open to discussing flexible working, including working from home, but please note that as this role covers the UK, some travel will be required.

Who We Are

Our vision is a future where enterprising people are transforming our world for good. UnLtd is the leading provider of support to social entrepreneurs in the UK and offers the largest such network in the world. Our mission is to find social entrepreneurs with bold solutions to today's challenges and through funding and support, help them to realise their potential to create lasting change.

We are committed to breaking down the barriers experienced by marginalised social entrepreneurs, by enabling equitable access to finance and support. Our inclusion ambitions mean that at least 50% of our awards will support disabled and/or Black, Asian, and Minority Ethnic social entrepreneurs. We are also building teams that reflect the diversity of the social entrepreneurs.

Diversity and inclusion aren't just buzz words for us. We are committed to understanding intersectionality and we particularly welcome applications from disabled people, Black, Asian, or Minority Ethnic, LGBTQIA+ and from different socio-economic and educational backgrounds.

About the Role

We are living through a time of unique social and economic change. Growing economic inequality means that people and places need support to level the playing field. Enormous pressures on the health and social care system, systemic injustice, austerity, increasing income inequality and the shifting nature of work all throw up major challenges, which require a radical shift in thinking and practice.

UnLtd passionately believes in the ability of social entrepreneurs to change the world for the better. Now more than ever we need bold and sustainable innovations, designed, and led by people who have direct experience of the issues they are seeking to address and who, demonstrate a strong social and economic value. This is the promise that social entrepreneurs offer, and UnLtd exists to realise this promise.

Our vision is of a society where social entrepreneurs are providing solutions that change the world for the better. Through our strategy, we will deliver **equitable access to funding and support** by:

- **Evidencing Impact and Storytelling.** Demonstrating the impactful work that social ventures can deliver, including those that are diverse-led.
- **Investing in our Community.** Cultivating connections amongst social entrepreneurs and supporters to build a movement of change.
- **Equity of Support.** Providing equitable access to our own products, sharing learning, and advocating for change across the sector.
- **People and Culture.** Empowering a team of diverse talent to bring their whole selves to work in a safe and trusting environment in which they too, can thrive.

Our Head of Social Entrepreneur Support is a leadership role at the heart of UnLtd's largest team and we are looking for an exceptional individual who can:

- Inspire the team to deliver market leading support, driving our commitments to inclusion and ambitions to enable social entrepreneurs to become financially resilient and more impactful.
- Adapt in response to learning and insight resulting in positive outcomes for the impact of our support.
- Create an inclusive environment for colleagues and a positive working culture which supports our teams' personal and professional growth.
- Foster connection and relationship building between key stakeholders including social entrepreneurs, colleagues across the directorate and our wider organisation.
- Amplify our work to deliver equitable access to finance and support amongst external stakeholders, both within and outside of the sector.
- Support colleagues to nurture new business and ensure delivery against externally funded programmes.
- Safeguarding social entrepreneurs, taking a leadership role in safeguarding, contributing to a safe, inclusive, and trauma-informed environment for staff and social entrepreneurs.

The Head of SE Support will focus on evolving our awards (grants) and support delivery across the UK to increase our impact and ensure the highest quality of support to social entrepreneurs. Built around the diverse needs of social entrepreneurs, our user journey experience, from initial application through to funding and support, is evolving through continuous learning and improvement. We expect that you will further identify ways we can improve our offer. Working alongside the Head of Operations, you will distribute a complex award portfolio of a minimum £1.7M awards to social entrepreneurs across the UK, each year with at least 50% of our awards supporting social entrepreneurs who are Black, Asian and minority ethnic and/or disabled.

Key Accountabilities

1. As a member of our leadership team, you will build an engaged and high-performing team, working collaboratively across the organisation and be an ambassador for our values.

- As a Head within UnLtd, you will be actively engaged in and support UnLtd's strategy, particularly taking a leadership role when it comes to our work with social entrepreneurs.
- In collaboration with the leadership team, you will drive and deliver organisation wide KPIs, shaping yearly plans which will further our ambitions for equitable access to finance and support for social entrepreneurs.
- Collaborating with the Director of SE Support, you will support colleagues to gain a shared understanding of strategic plans, ensuring alignment with the direction and objectives of UnLtd and effective delivery.
- You will lead and mentor colleagues within your team, providing support, and feedback as needed. Fostering a trauma-informed and neuro-inclusive culture of creativity, collaboration, and excellence within the team you will conduct annual appraisals, develop personal development plans, and manage the performance of 5, direct reports.
- Acting as an ambassador for our values (Brave, Inclusive and Accountable) you will develop a learning culture at the heart of UnLtd, for the effective exchange of knowledge, skills, and learning. This will supporting individuals' professional development and ensure they feel valued.
- You will empower your team to lead with confidence and build skills, and tools, to support their direct reports to serve a diverse pool of social entrepreneurs. You will spot and address potential synergies as well as gaps in knowledge across the team and develop a growth mindset in our colleagues.

2. You will amplify UnLtd's awards and support products to internal and external audiences to inspire, inform, and motivate others to improve accessibility and inclusion.

- You will represent UnLtd, including the quality of our awards and support, our impact, innovation, and equity, diversity, and inclusion practices to inspire and share learning. You will achieve this by sharing widely across the organisation, through external events, speaker opportunities, as well as in support of our fundraising efforts.
- You will lead Team Leads and Support Managers to deliver a thoughtful, equitable and impact-led allocation of the Awards budget to further positive social impact amongst the most marginalised communities in the UK.

- Playing a supportive role in fundraising efforts, you will contribute insight to funding applications and partnership proposals, informed by our practice. You will also build in opportunities to test innovative approaches with partners to strengthen our support.
- You will represent UnLtd at the Social Entrepreneurs Support Committee, supporting the development of committee papers, reporting on progress, and ensuring consistent feedback loops for continuous improvement.

3. Delivering and demonstrating exceptional results for social entrepreneurs evidencing the impact of our awards and support and through a culture of continuous improvement adjusting to improve outcomes.

- Working with the Head of Operations and research colleagues you will use data and insight, alongside practice-based learning and knowledge of external trends, to make improvements to the impact of our support and user experience for the social entrepreneurs' UnLtd supports.
- There will be a strong focus in your work on building, and working with colleagues to evidence the impact of our support for marginalised social entrepreneurs ensuring that their financial sustainability and growth potential is maximised.
- You will build skills and knowledge in the Social Entrepreneur Support directorate to enable teams to deliver trauma informed and neuro-inclusive support. You will foster open, inclusive, and impact-oriented mindset and behaviours.
- You will take ownership of UnLtd's award products and work with colleagues to ensure the support journey builds capacity for the financial growth and sustainability of the social entrepreneurs we support to enable them to deliver strong social and economic impact.
- Working effectively with colleagues across the organisation you will champion a friction-free, accessible experience for social entrepreneurs to benefit from UnLtd's wide range of support including pro-bono consultancy, mentoring, events, workshops, and investment. This will support UnLtd to effectively address the barriers to growth that social entrepreneurs face.

4. Ensure the effective and responsible delivery of awards to social entrepreneurs through our Millennium Awards Trust endowed funds and externally funded programmes and partnerships.

- Support the Head of Operations in budget (min £1.7m Awards and c. £200k operational) and resource planning and management, including monitoring and managing award distribution through start up, scale up and continuous support awards alongside the delivery for external partnerships, programmes, and Millennium Awards Trust funds.
- Reporting to the Director for SE Support, you will act as Safeguarding Lead. You will be responsible for developing and communicating relevant policies, procedures, and processes, and providing support to the designated safeguarding officers.

Job descriptions are not exhaustive. You may also be expected to support with and deliver, other projects and tasks, that contribute to our overall organisational objectives.

What exactly are we looking for?

Often called 'Essential Criteria'

- You will have substantial experience, and a record of success, in providing grants and/or advisory support to individuals and organisations.
- You have demonstrable success leading effective operational delivery across a range of programmes and geographies making sound decisions confidently, under pressure.
- You can evidence effective people management, addressing underperformance, developing leaders, and ensuring teams feel valued, connected, and effectively supported.
- You have extensive and successful skills in building partnerships and trusted relationships, inspiring partners to support and amplify your work.
- You can demonstrate a strong understanding of inclusive practice and committed to driving UnLtd's inclusion commitments, to ensure marginalised social entrepreneurs have equitable access to finance and support.
- You have strong experience of budget management and accountability.

- You are confident sourcing and interpreting quantitative and qualitative data able to spot discrepancies and identify patterns and trends. You can draw on your skills in conveying complex data and information in a simple, and accessible manner, using a variety of media to support different learning styles.
- You can identify, manage, and mitigate risks, possessing strong problem-solving skills.
- You have excellent communication and persuasion skills with the ability to navigate and work within complex organisations and at all levels.
- You have an excellent working knowledge of Microsoft Office, i.e. Word, Excel, PowerPoint, Outlook, and are self-sufficient in the production and presentation of information.

Personal attributes and values

- You have a proactive and collaborative approach to addressing challenges.
- You are mission-driven and empathetic, with a powerful connection to our mission and values.
- You are a strategic thinker and practitioner with a proactive, solutions-oriented approach.
- You have intellectual curiosity and a desire to draw insight from rigorous evidence and collective wisdom.
- You are results and impact-oriented and hold yourself and your team to the highest standards of performance, seeking to continuously learn and improve.
- You are collaborative and a team player.
- You demonstrate personal integrity, and professionalism.

UnLtd's Values

At UnLtd we are looking for people who support our values, which are detailed below.

We are Brave

- ✓ We are ambitious about achieving social change
- ✓ We are bold in pursuing new ideas
- ✓ We are resilient in the face of adversity

We are Inclusive

- ✓ We actively seek out great talent from everywhere
- ✓ We value diversity and welcome challenging points of view
- ✓ We foster an open and supportive environment

We are Accountable

- ✓ We are transparent in our decisions and actions
- ✓ When things go wrong, we learn from it
- ✓ We hold ourselves to our purpose

Interested? Here's how to apply

We need to know a bit about you, your experience and what you can bring to UnLtd. You can submit a CV + supporting statement (up to 2 pages). We'd love you to tell us:

- Why you are interested in this role and how you meet the essential criteria
- About you – including your skills, experience, and personal qualities

The main thing is to demonstrate you have skills and experience that relate to what we have said we are looking for.

We particularly welcome applications from disabled people, Black, Asian or Minority Ethnic backgrounds, LGBTQIA and from different socio-economic and educational backgrounds.

To apply visit: <https://recruitment.unltd.org.uk/>

- **Application Closing Date:** Tuesday 30th April 2024 at 10am
- **First round of interviews:** Tuesday 7th May
- **Final interviews:** Friday 17th May

**UnLtd is committed to offering employment opportunities for people with criminal convictions. As a result, we will only ask you about any criminal convictions at initial offer stage. Your information will be treated fairly and confidentially and will not automatically exclude you from the role to which you have applied.*

Find out more about our generous range of employment benefits by clicking on the link below:
<https://www.unltd.org.uk/about-us/careers>