

Job Description

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| Job title | Head of Digital Social Inclusion |
| Location | Sheffield, with frequent travel around the UK, mainly London |
| Hours | Full time (37.5 hours per week) |
| Reports to | Director of Digital Social Inclusion |
| Staff responsible For | Line Management: 3x Digital Social Inclusion Managers Responsibility: Digital Social Inclusion Officer |
| Date | April 2019 |
| Salary | £38,000 to £50,000 dependent upon experience, plus excellent benefits |
| Benefits | <ul style="list-style-type: none"> • All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) • 30 days holiday per year • 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) • Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) • Life cover and permanent health insurance • Confidential Employee Assistance helpline |
| Job Purpose | <p>A high performing, inspirational leader playing an instrumental role in helping Good Things Foundation continue to grow its impact as a charity, changing millions of lives through digital.</p> <p>Adaptable, resourceful and resilient, you will lead a selection of projects as part of Good Things Foundation's UK portfolio, championing digital social change and building and maintaining excellent relationships with our funders.</p> <p>These projects will be delivered through community-based organisations in the Online Centres Network, and with other delivery partners. Some projects</p> |

may involve leading direct delivery.

This is one of two identical Head of Digital Social Inclusion roles in the team delivering Good Things Foundation's UK portfolio, each responsible for a different set of projects.

Key responsibilities of the role:

- Responsible for leading a portfolio of projects as part of Good Things Foundation's UK portfolio, providing strategic direction and advice to staff and teams delivering the projects, managing risks and resolving delivery issues
- Operates end-to-end to power Good Things Foundation's impact as a charity, through both business development and delivery
- Responsible for resource management of projects in the portfolio the role oversees, working with the Director of Digital Social Inclusion and the Chief Operating Officer
- Champions digital social change as the cornerstone of Good Things Foundation's mission, seeking out new opportunities and developing existing partnerships
- Line manages 3 Managers and has responsibility for an Officer within the team, but this may change depending on business needs.

Key person characteristics:

- You are modern, visionary and analytical, understanding the power of digital social change and how it can help people lead better lives across the world. Believing in our mission, you are driven to make good things happen through digital technology.
- You always deliver what you say you will. Passionate about making things happen effectively and efficiently, you role model and ensure excellent project delivery and maintain strong relationships with funders and partners.
- You are a true collaborator, understanding the importance of building and maintaining high performing teams. You lead those you manage with authority and consistency.
- You build strong, respectful and trusting relationships with staff across the organisation, and work equally well both independently and as part of a team, as the situation demands.

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| | <ul style="list-style-type: none"> ● You are a natural problem-solver, relishing challenges and not being afraid to jump in and work with others to generate solutions. ● You thrive in a fast paced environment, and your focus enables you to make good decisions, seeking steers when appropriate. ● You relish being the external face of the organisation, leading new business development with Government Departments, large private sector organisations, global foundations and others. ● You will work closely with the Director of Digital Social Inclusion, who is ultimately responsible for the development of our UK portfolio and accountable for our delivery. The Director will provide strategic direction and support, but focus on empowering you to be a leader within the organisation and with partners. ● As a member of the Good Things Foundation Leadership Team (CEO, Directors and Heads) you will contribute to the strategic direction of the organisation, champion the Good Things Foundation behaviours and manage change. |
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Key Objectives and Accountabilities

Digital Social Inclusion

- Responsible for leading a portfolio of projects as part of Good Things Foundation's UK portfolio, providing strategic direction and advice to staff and teams delivering the projects, managing risks and resolving delivery issues
 - Understanding and articulating the organisation's strategy, business objectives and core theory of change
 - Championing business objectives with teams across the organisation to maintain understanding and alignment of expectations
- Operates end-to-end to power Good Things Foundation's impact as a charity, through both business development and delivery
 - Identifying potential funders and partners that could support the organisation to achieve its strategy and contributing to the development of a pipeline of opportunities for new projects
 - Developing proposals for new projects, from scoping and agreement with teams across the organisation through to submission to funders

- Writing and contributing to bids - including project definition, modelling of outputs and impact, and creating budgets - with support from the Bid Manager and Associate bid writing team
 - Leading commercial and contract negotiation with potential funders, drawing on support from the Finance and Legal team
 - Leading the setting up and initial delivery of projects, building and briefing matrix teams across the organisation, establishing team protocols, creating and agreeing a critical path for delivery, and identifying and managing risk
 - Leading and supporting delivery management of projects by leading and/or overseeing project teams drawn from teams across the organisation
 - Acting (where required) as project lead for complex, high value or strategically important projects, responsible for delivery
 - Leading and/or overseeing the monitoring of project performance, reporting and accounting to partners/funders, maintaining excellent relationships with funders and being responsive at all times
 - Identifying and creating opportunities based on existing project delivery and funder relationships that could lead to further impact for the organisation
 - Managing project interdependencies with the other Head of Digital Social Inclusion, working across the whole portfolio of projects
 - Working with project leads in the Digital Social Inclusion team, the Director of Digital Social Inclusion, and the Chief Operating Officer, identify and manage risks and issues, leading the development of action plans where necessary.
- Responsible for resource management of projects in the portfolio the role oversees, working with the Director of Digital Social Inclusion, the other Head of Digital Social Inclusion, and the Chief Operating Officer
 - Playing a leading role in weekly resource planning meetings with other team Head, Director and COO; and quarterly planning sessions with the organisation's Leadership Team, building and maintaining the case for resourcing
 - Overseeing (sometimes leading) and quality assuring budget/expenditure management for the project portfolio the role is responsible for
 - Facilitating appropriate resourcing of projects through influencing and steering across the organisation, particularly with other teams across the organisation
 - Contributing to the reporting process to the Good Things Foundation Group Board, which meets four times a year
 - Champions digital social change as the cornerstone of Good Things Foundation's mission, seeking out new opportunities and developing existing partnerships
 - Planning business development, working with the Director of Digital Social Inclusion, the other Head of Digital Social Inclusion, and others as appropriate (CEO, other members of the Senior Management Team, other specialist Heads)
 - Influencing civil servants in Government Departments
 - Commissioning and/or carrying out policy work (analysis, scoping, influencing) to

inform the organisation's strategy and business objectives

- Understanding and making full use of evidence from relevant research carried out by Good Things Foundation and other organisations
- Building relationships with senior stakeholders in large private sector organisations and UK/global foundations
- Building opportunities and contacts for the organisation through public speaking, networking, social media and other channels
- Supporting advocacy activity carried out by the organisation, working closely with the Communications and External Affairs team.

Leadership

- As a member of the Good Things Foundation Leadership Team (CEO, Directors, Heads) plays a core role in leading the organisation, influencing strategy, resourcing, performance management of projects and staff, and championing Good Things Foundation's values and behaviours both internally and externally
- Understanding how some projects the organisation are supporting and enabling organisational change in line with longer term business objectives, and leading the change this enables with purpose and empathy across the organisation.

Staff management

- Line managing 3 Managers within the team (one of which currently manages an Officer), empowering them to maximise their contribution to Good Things Foundation's impact as a charity, and ensuring they feel valued members of the team
- Agreeing clear objectives with staff, providing constructive feedback on their performance, holding regular one-to-one KiT meetings, managing their performance, and ensuring that they benefit from appropriate training and development
- Encouraging and supporting staff to be entrepreneurial, innovative, and flexible, working both within and across teams in the organisation.

Budget management

- Ensuring effective use of the organisation's income and resources, with all finances properly accounted for to the expected standards
- Producing accurate and realistic budgets, keeping these up to date, overseeing all income and expenditure accounts delegated to the Head of Digital Social Inclusion, ensuring full and proper records are kept and that organisational processes are adhered to.

Corporate responsibility

- As a member of the Good Things Foundation Leadership team, ensuring that your work and that of the staff you manage supports the mission, values and business objectives of

Good Things Foundation

- Supporting and encouraging staff across the organisation in the course of business, and proactively identifying and addressing opportunities/threats to the organisation
- Contribute to corporate business activities including planning and reporting, and take on cross-cutting responsibilities as required
- Deputise for the Director of Digital Social Inclusion as required.

Person Specification

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| Experience | <ul style="list-style-type: none"> • Between 2 - 4 years experience of management in a organisation of at least comparable size • Experience of contributing to the development of strategy, business plans and organisational development • Experience of empowering staff to perform at their best • Experience of managing, monitoring and where necessary revising complex projects to meet organisational objectives and the needs of the network • Proven success in delivering a wide range of projects for, at least one of: Government; Trust and Foundations; and Corporates • Experience of delivering and reporting on progress and performance of programmes • Demonstrable experience of contributing to the wider corporate needs of an organisation beyond your immediate job description |
| Knowledge and skills | <ul style="list-style-type: none"> • Ability to manage flexible teams of staff to achieve challenging delivery objectives in a cross-functional organisation • Ability to devise and control realistic budgets and keep track of income and expenditure delegated to you and those you manage • Ability to think strategically and innovatively and to turn that thinking into realistic plans and workflows • Excellent communication, influencing and negotiation skills • Beneficial, but not essential, to have an understanding of Government policy and a track record of working with officials in Government Departments |
| Good Things Foundation Behaviours | <ul style="list-style-type: none"> • We are collaborative • We are positive • We are creative • We are people focussed |

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| | <ul style="list-style-type: none"> • We are inquisitive |
| Education and Qualifications | <ul style="list-style-type: none"> • Degree or equivalent which could include demonstrable evidence that you can work at this level • Management qualification or equivalent desirable • GCSE Maths and English at Grade A* - C |

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.