

Programme Manager, London, May 2020 – Job Pack

Job title:	Venture Programme Manager
Department:	Innovation & Enterprise (Venture Studio Team)
Reporting to:	Venture Studio Manager
Salary:	£36,437 per annum
Hours:	35 per week
Location:	Head office is based in London. In line with government guidance, staff are currently working remotely. When restrictions lift, working from home is still an option in line with Crisis' homeworking policy (minimum of one day a week in the office)
Contract type:	Permanent

Aim and influence

- Develop, manage and coordinate the bespoke programme of support offered to our investment portfolio
 - Identify each start-up's needs and develop the programme of support bespoke to them
 - Develop relationships with the Crisis' internal experts and agree terms of engagement to enable delivery of content and shared expertise
 - Develop relationships with the Venture Studio partner network and agree terms of engagement to enable delivery of content and shared expertise
 - Build relationships with mentors and coaches and create successful matches to the founding teams
 - Develop the programme proposition and own how the programme is communicated directly with the start-ups and publicly through digital and social channels
 - Coordinate co-production activity with the Venture Studio lived experience expert panel and other stakeholders
 - Act as the start-ups main point of contact at Crisis
- Track and measure the success of the programme, using evidence to improve impact on homelessness, delivery and engagement
- Build external network with ecosystem partners to support start-up scouting strategy
 - Brief the partners on the benefits of Venture Studio investment and support
 - Attend and speak at external events

Programme Manager, London, May 2020 – Job Pack

- Support overall development of the Venture Studio

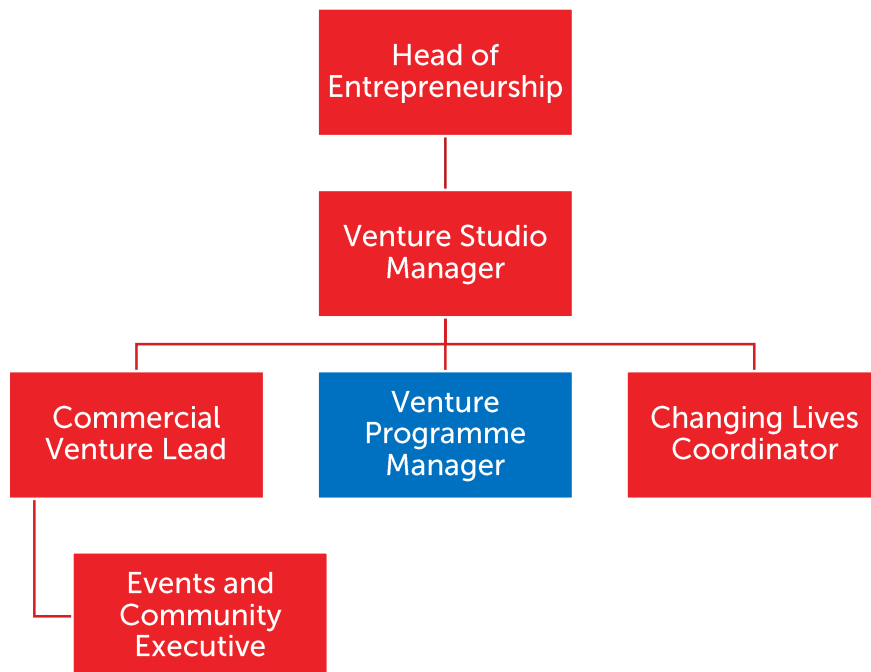
Financial and supervisory responsibility

- Delegated responsibility for project budget and delegated responsibility for day-to-day finances
- Supervision of volunteers (partner pro bono work)

Other key details

- Fixed working pattern with occasional evening and weekend work required
- Working from home will be considered in line with Crisis' homeworking policy
- Travel around the UK may be required
- The role involves working with young people and so a satisfactory basic disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

Programme development and delivery

- Work with Head of Entrepreneurship, Venture Studio Manager and other team members to develop Venture Studio as a whole
- Develop, manage and coordinate the bespoke programme of support offered to our investment portfolio
 - Identify each start-up's needs and develop the programme of support bespoke to them
 - Develop relationships with the Venture Studio partner network and Crisis' experts and agree terms of engagement to enable delivery of content and shared expertise
 - Organise and schedule the programme of activity for each start up, plus the wider community of supported businesses
 - Build relationships with mentors and coaches and create successful matches to the founding teams
 - Act as the start-ups main point of contact at Crisis and build relevant relationship with Crisis experts
- Own how the benefits of the programme are communicated publicly through the Studio digital and social channels
- Work with the Crisis member involvement team to set up the Venture Studio lived experience expert panel and coordinate the regular co-production activity between the panel and our start up portfolio
- Promote digital inclusion and inclusive design techniques within the programme
- Track and measure the success of the programme, using evidence to improve delivery and engagement
- Ensure progress is documented, up to date and stored correctly on relevant systems
- Build a strong network of Crisis internal experts to engage in programme delivery
- Build a strong external network with priority ecosystem partners to support our start-up scouting efforts and portfolio development
 - Brief the partners on the benefits of Venture Studio investment and support
 - Attend and speak at external events
- Build strong relationships with the wider Enterprise team; specifically, with the leads responsible for training and member involvement
- Represent the organisation, and co-ordinate others in representing the organisation at appropriate external meetings (including chairing appropriate

meetings), events and other engagement activities with local, regional and national partners.

General Accountabilities

- Actively encourage and support member involvement within Crisis
- Support the Head of Entrepreneurship and the Enterprise Team in the delivery of the Entrepreneurship Strategy.
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required
- Champion digitally inclusive solutions that end and prevent homelessness, with dignity

Person Specification

Essential Experience

- 1 Experience of developing and managing start-up growth programmes
- 2 Experience of developing programme partnerships and relationships at senior levels across diverse sectors and organisations in the UK
- 3 Experience of working in, passion for and empathy for the entrepreneurial landscape
- 4 Ability to build strong networks with relevant organisations and individuals
- 5 Confident communicator and storyteller
- 6 Excellent analytical skills and ability to track impact turning evidence into action
- 7 Strong organizational skills and affinity for structure
- 8 Comfortable working in a fast paced and changing environment
- 9 Ability to build diverse communities
- 10 Ability to problem solve and think on your feet
- 11 Good working knowledge of Microsoft Office including Project, Word, Outlook and Excel plus more agile tools like Slack, Trello and Mural
- 12 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 13 Experience of building and growing ventures within a corporate or charity environment

14 Experience of working for a startup

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the HR Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Programme Manager, London, May 2020 – Job Pack

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against all the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the HR Team jobs@crisis.org.uk for support.