Head of Organisation & Enterprise Development

Job description and Person Specification

**Job Title**: Head of Organisation & Enterprise Development

**Salary**: £34,120 to £41,151

**Hours**: 37.5 per week

**Location**: Sobus hubs plus outreach work and meetings across Hammersmith & Fulham.

**Contract Term**: Permanent

**Managed by**: Sobus Chief Executive Officer

**Role purpose**

* To lead, develop and manage a range of training, support and empowerment services and projects to build the capacity and skills of H&F communities, groups and organisations to enable them to establish and flourish
* To develop, support and training programmes and initiatives to support local entrepreneurs and start-up enterprises around our hub in North Kensington
* To lead Sobus’ fundraising activities to enable our growth, development and sustainability.

**A time of change**

Following the 2020-21 Covid-19 pandemic we are assessing how we deliver services, and we will be looking to continue with some of the digital delivery we have been doing since March 2020; we do not want to entirely lose face-to-face support that is valued and needed by our customers, but all staff will be expected to consider and develop new ways of working to ensure an efficient and flexible service that meets the needs of those we work with and maximises our capacity and reach.

The Organisation & Enterprise Development Officer will be expected to contribute to changes in the Sobus offer and working pattern and will be expected to exhibit a flexible approach as we move forward once the pandemic is behind us. The post holder will need the ability to thrive in a changing environment and be willing to ‘muck in’ in order to ensure we are delivering a responsive service

Main duties and tasks

1. **VCS Organisational Development/Capacity Building** 
   1. Lead on the development and delivery of support and development services for H&F VCS organisations, through a combination of digital and in-person service offers, ensuring agreed annual targets and a workplan is in place to achieve these goals.
   2. Ensure these services reflect the needs of H&F VCS organisations
   3. Work with members of the team to ensure VCS Capacity Building is aligned with local and regional strategic priorities, to best equip local VCS organisations to effectively engage with and secure support from statutory bodies and others.
   4. Ensure there are systems in place for reviewing and evidencing Sobus’ impact and reach.
2. **Enterprise support and development**
   1. Lead on the development and delivery of enterprise support around our hub in North Kensington, ensuring agreed annual targets are achieved, including developing collaborative approaches with other enterprise support services and providers
   2. Ensure these services reflect the needs of the North Kensington enterprise community, and complement other business support services in the area
3. **Fundraising** 
   1. To lead and coordinate Sobus’ own fundraising activities, actively seeking funding opportunities and ensuring creative, persuasive and high quality funding applications are developed
   2. To lead the development and delivery of Sobus’ fundraising strategy, with clear accountability across the organsiation for the development and submission of high quality funding applications/with input from Sobus colleagues and Trustees
   3. To provide support and advice to other Sobus team members with their fundraising activities and applications.
4. **Organisation & Enterprise Development service delivery**
   1. Keep abreast of new developments and opportunities
   2. Provide regular high quality reports and insights on the effectiveness, reach and impact of the OED services,
   3. To champion and promote equality, diversity and inclusion in Sobus services and activities, to ensure Sobus services are accessible and are able to meet the needs of the communities we support.
   4. Ensure organisation and enterprise support services are delivered to the appropriate professional standards
   5. Lead on developing partnerships to deliver organisation and enterprise support services wherever appropriate
   6. To lead Sobus’ CRM system use and development, providing advice, support and training for colleagues to ensure its maximum use and effectiveness.
5. **Sobus sustainability**
   1. Actively contribute to the development and delivery of Sobus’ strategy and business plan and ensuring that this is updated annually
   2. To be a member of the Sobus management team, sharing responsibility and support for the work of the team, including deputising for the CEO as necessary, providing updates for Trustees as required and actively seeking out innovative and creative service development ideas.
   3. To participate in the recruitment, induction, support and supervision of staff and volunteers as necessary
   4. To ensure the Board of Trustees are informed on Sobus’ performance and development opportunities, as appropriate.
6. **Other**
   1. To undertake other commensurate tasks from time to time, including contributing to the day to day running of our hubs.
   2. To actively contribute to Sobus communications – promoting our services, activities and successes through social media and other channels.

**Person Specification**

**Requirement: E: Essential D: Desirable**

**Level of skill needed:**

* + 1 – low level of skills/experience, or experience is/can be 3+ years ago
  + 2 – some experience is needed – recent experience desirable
  + 3 – good level of recent experience
  + 4 – high level of experience and skills

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| **Skills** | **E/D** | **Level** |  |
| **COMMUNICATION** |  |  |  |
| Writing skills, including writing for difference audiences | E | 4 | 3. |
| Strong communication skills, including social media | E | 3 | 3. More use of SM, including info from meetings with orgs |
| **Organisation and enterprise development** | | |  |
| Strong business acumen with experience of managing and/or developing micro, small and medium-sized businesses | E | 4 | 4 |
| A confident change manager | E | 4 | 4 |
| Service user/beneficiary perspective | E | 4 | 4 |
| Develop and deliver effective training programmes | E | 4 | 4 |
| **Operational skills and abilities** | | |  |
| An experienced and effective fundraiser | E | 4 | 3 |
| Good knowledge and understanding of creative and digital offers and approaches that can be developed and adapted to transform our service offer. | E | 3 | 2 good at trying – just needs more practice |
| Policy development | E | 3 | 3 |
| IT skills, including the ability to effectively use Sobus’ CRM system | E | 4 | 4 |
| Excellent problem solver and plenty of initiative | E | 3 | 3 |
| Excellent understanding of Health & Safety policy and practice | D | 3 | 2-3 |
| Demonstrable high level experience of Diversity, Equality and Inclusion | E | 4 | 4 |