

# Head of Innovation and Impact

Candidate brief



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## About us

We are a grant-making charity that has been helping individuals, couples and families to access essential household items and clothing for over 80 years. Our grants enable people to get a good night's sleep, improve their nutrition and attend school with confidence. Last year we supported 14,425 people including Louise, who said:

*"Glasspool's grant has meant the world to me. It has helped me to build a home for my kids. After so much upheaval they are now settled and enjoying a normal childhood. Thanks to Glasspool and Sure Start, I'm finally finding my feet. With their combined help, for the first time in years, I am self-sufficient. I no longer have to rely on anyone to take care of us and I'm excited about the future."*

## About the role

Like Louise, we are also excited about the future. We are now midway through our five-year strategy, *Supporting People in a Time of Change 2018-2023*, and the emergence of Covid-19 has been an extra driver for us to challenge ourselves on all aspects of our work.

Consequently, we are embarking on a period of significant change. We are looking for a curious, creative candidate who can innovate and drive transformation, and help us challenge what we do, so that we can deliver life-enhancing grant programmes.

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# Overview of role and benefits

<b>Location:</b>	Walthamstow, London E17 4QH (office/homeworking options available)
<b>Salary:</b>	£37,000 to £41,000 (depending on experience)
<b>Status:</b>	Permanent post
<b>Hours:</b>	35 hours per week, Monday to Friday
<b>Core Hours:</b>	10am to 4pm (flexible hours available outside core hours)
<b>Holidays:</b>	Initially 25 days, plus public holidays
<b>Pension:</b>	11.5% employer contribution (with statutory employee contribution)

## Relationships

### Key internal relationships

- CEO (line manager)
- Deputy CEO and Grants Officers
- Trustee-Directors

### Key external relationships

- Organisations who fund us to allocate grants
- Organisations we fund to allocate grants on our behalf
- Peer funders (other organisations providing grants to individuals)
- Support workers from organisations registered with us
- Frontline and research organisations
- Suppliers of goods or services to us

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# Role profile

## Main aspects of the role:

- To identify new and emerging grant-making trends and drive the development of innovative approaches within Glasspool.
- To measure the impact of our new and existing grant programmes, so that we can demonstrate how we are making a difference to the lives of the individuals, couples and families who receive our grants.
- To contribute to our strategic planning cycle, helping us to meet and refine our strategic objectives.
- To maximise the potential of collaboration, working closely with our funding partners, frontline delivery organisations and people with lived experience of financial hardship.

## Your key responsibilities will include:

### Research

- Horizon scanning, researching grant-making trends and identifying gaps in our existing provision.
- Researching topics that we could develop into grant-funding programmes; and deliver either on our own or in collaboration with other funders and frontline delivery partners.

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## Programme development

- Working with the CEO and staff team to:
  - Translate research information into new grant programmes.
  - Develop and review grants criteria, outcomes frameworks and service level agreements.

## Impact measurement

- Developing monitoring and evaluation methodologies to enable us to measure the impact of our work, including the involvement of people with lived experience of financial hardship.
  - Managing a portfolio of grant-making programmes, ensuring that our delivery partners report back on their and progress, against agreed timescales.
  - Drafting and submitting performance reports to our external funders.
- Supporting the staff and Trustee-Directors in developing their understanding of evaluation and impact measurement.

## Other responsibilities

- Applying equality of opportunity and diversity considerations.
- Complying with UK General Data Protection Regulation (UK GDPR) and the Health and Safety at Work Act 1974.
- Being mindful of safeguarding considerations and applying them where appropriate.

- The duties outlined above are neither exclusive nor exhaustive and the role-holder may be called upon to carry out other duties that can reasonably be expected of the role.

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# Person specification

## Essential

- An understanding of the statutory, voluntary and community sectors and the complexities of the environment in which we operate, to ensure programmes are aligned to need.
- Technical knowledge and experience of qualitative and quantitative evaluation and research methodology and practice.
- Experience of communicating evaluation results, progress and insights to internal and external audiences, being persuasive when required.
- An understanding of and commitment to equality of opportunity and diversity.

## Desirable

- Experience of developing, or monitoring and evaluating, grant programmes and making changes that add value.
- Experience of working with people with lived experience e.g. co-production or participatory grant-making.

## Competencies and behaviours

### Researching and learning

The ability to manage knowledge (collecting, analysing and disseminating qualitative and quantitative data).

Enthusiasm for contributing to organisational improvement and the delivery of quality outcomes. Learning from successes and failures and seeking stakeholder feedback to enhance learning outcomes.

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## Creating and innovating

Appetite and aptitude to develop and deliver new ideas, approaches or insights with internal and external stakeholders and ensure ideas are transformed into delivery programmes.

## Relating and networking

Experience of working effectively in a small team or organisation and contributing to a positive team culture.

The ability to establish, build and maintain a wide and effective network of external contacts to achieve progress on objectives.

The ability to contribute to joint ventures, partnerships and collaboration, challenging assumptions if appropriate, while being open to compromise when beneficial to progress.

## Planning and organising

The ability to work effectively on a range of projects concurrently; balancing and prioritising potential competing demands; and delivering against both strategic and operational targets.

## Writing and reporting

The ability to write clearly, succinctly and accurately, and produce high-quality and timely reports to meet the needs and understanding of a range of internal and external audiences.

## Presenting and communicating information

The ability to speak clearly and fluently and make presentations with skill and confidence to a range of internal and external audiences.

## Applying expertise and technology

The ability to use technology to achieve work objectives.

## Adhering to principles and values

A commitment to uphold our ethics and values.



# How to apply

## Please submit:

- A copy of your CV including contact details of two referees (who will not be contacted without your prior consent).
- A supporting statement (of no more than 2 sides of A4 paper) outlining how you believe your skills and experience match the requirements of the role, directly addressing the person specification.
- Your CV and supporting statement should be emailed to Julie Green, CEO at: [juliegreen@glasspool.org.uk](mailto:juliegreen@glasspool.org.uk)
- If you would like to discuss the role with Julie, contact her via email or call her on 07796 833643.

## Key dates

- Deadline for submission of CV and supporting statement:  
**5pm, 31 May 2021**
- First interviews: 18 June 2021
- Second interviews: 9 July 2021

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