Digital Programmes Officer - Job Description

Clore Social Leadership supports and develops social leaders so that they can transform their communities, organisations and the world around them. We help make social change happen by investing in people and enabling them to become resilient, connected and collaborative leaders with the right capabilities to tackle today's social challenges.

In order to equip the UK's social leaders with the resiliency, agility, and skills they need, Clore Social is partnering with CAST and the Catalyst to integrate digital leadership skills into our existing programmes and enable leaders to reshape their organisations and the sector. Our vision is for a more responsive and collaborative social sector; one that has the knowledge and confidence necessary to create and scale solutions with the power of digital.

The Role
We're looking for a Digital Programmes Officer to lead this work with direction from the Digital Transformation Manager and Director of Programmes. You will work to integrate digital leadership skills into our existing Leadership Programmes and explore the opportunities to develop new powerful learning experiences to help equip leaders of tomorrow.

We're looking for a go-getter who can get stuff done. You should be passionate about supporting the social sector and interested in the power of digital as a way of making change happen. If you haven't got them already, you'll be supported to develop new skills in user-centred design methodologies to create and test new solutions.

You will be implementing, delivering and reporting back to the Project Team with support and direction from the Digital Transformation Manager and Director of Programmes. This role is for you if you're interested in being involved with all parts of the design process from beginning to end, starting with discovery, through to design, testing and implementation of solutions. You'd also be a part of the larger digital and social leadership community and be able to access a wide pool of research, knowledge and experience from Clore Social and Catalyst partner organisations.

Key Responsibilities
- Conduct research and interviews with participants, both at a distance and face to face, observation, desk-based research, meeting with and talking to other staff and external experts across the network that supports both understanding the problem area and coming up with solutions.
- Prototyping and testing of solutions to integrate digital leadership skills into our programmes, documenting learnings and insights.

- Creating an understanding of what resources are for development and ongoing running of innovations to inform decision making.
- Work with the rest of the team to integrate the new elements considering the whole programme offer, balancing needs and requirements
- Support other areas of work across the small team

Person Specification
- Focused: Able to think analytically, analyse data and extract key messages. Strong attention to detail
- Creative: Proven ability to think creatively and deploy ideas innovatively
- Curious: Life long learner, actively engages in personal and professional development
- Passionate: About the power of learning and development in catalysing social change
- Resilient: Wanting to work in a changing organisation

Skills & Experience (E = Essential & D = Desirable)
- An interest in learning about user needs and behaviours (E)
- Ability to effectively communicate visually, verbally and writing content (E)
- Confident and competent in learning and using digital tools e.g. Online Learning Management, Collaboration Tools, CRM (E)
- Interest in leadership development in general and digital leadership in particular (E)
- Experience with user-centred design methodologies to develop products and services (D)
- Experience using data collection methods such as user interviews, observations, experiments, A/B testing, surveys and analytics (D)
- Is comfortable with ambiguity and uncertainty (D)
- Knowledge of digital best practice (D)

Reporting relationships
You will report directly to the Digital Transformation Manager and also work closely with the Director of Programmes as well as other members of the team. The role sits within the National Development Unit. From time to time you may be asked to carry out tasks on behalf of other Clore Social team members, as a small team the focus is on achieving our objectives and not adhering to our job descriptions.

Hours and place of work
The post is for five full days each week, normally within office hours (9.30am to 5.30pm), amounting to 35 hours per week. Some flexibility is necessary as you may need to attend evening events and/or nights away at local events.

The project is a one year contract starting in October/November 2019.

The office is based at CAN Mezzanine, 49-51 East Road, London N1 6AH.

Pay and benefits
This role will be paid £24,000/year and is entitled to 25 working days holiday each year (pro rata) in addition to statutory holidays.

Application Process
Send covering letter and CV to recruitment@cloresocialleadership.org.uk. Your covering letter should explain why you would be interested in working at Clore Social Leadership and how any previous experience would help to make you a suitable candidate for this role.

It's a rolling recruitment process and we'll review applications as they come in. Final application deadline: Sunday, September 15, 2019 at midnight

1st round interviews: September 23, 2019 between 2-6pm
2nd round interviews: Friday, September 27, 2019 between 2-4pm