



**Working with us to improve the lives of people in the UK**

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## Introduction

Thank you for considering Big Society Capital. We have the opportunity to employ a talented Head of IT Projects and Technology to help achieve our social impact investment goals by designing and delivering a suite of technology improvement projects as part of our overall strategic plan.

We believe this is a fantastic opportunity for someone who is passionate about our mission to improve lives across the UK and who can bring enthusiasm and commitment to the role they will play in delivering that mission.

We have put together this job pack to give you some insight about us and what it is like to work here, as well as some understanding about the role we have on offer and the skills and experience we are looking for.

## Who we are

As the UK's leading social impact investor, our role is uniting capital, expertise and ideas to create better lives.

Working with expert partners, we seek to understand people's needs first. Then, using our knowledge and capital, we collaborate and invest with fund managers who also want to create a better, sustainable future.

They, and the social enterprises and charities they invest in, create the impact. Our role is to bring the most relevant experts from our network to the table, generating ideas and connecting capital to where it's most needed.

We want to give more people and communities the chance to have an impact on the issues they care about – from affordable homes, to vulnerable older people and preventing mental ill health. In this way, we create opportunities for investors and enterprises to generate systemic social change, not just for today but for generations to come.

## What we do

Our work at Big Society Capital starts with building an understanding of the social issue and the sustainable enterprise solutions that can bring about change. We then design or improve investment routes that can bring together the needs of enterprises and investors. We seed and test new solutions across a wide range of social issues and asset classes and scale up those that work by bringing in more capital alongside us. We believe sustainable solutions can attract the greatest capital and ultimately grow to have the biggest impact on people's lives. You can learn more about our social impact [here](#).

As a wholesale social impact investor, we invest into fund managers who in turn provide capital to enterprises that can bring about social change. So far, in collaboration with other investors, we have committed £2 billion of investment. We also engage with investors, fund managers, charities and social enterprises to make it easier to use social investment. We currently focus on three strategic themes where we believe social investment has a significant role to play in improving people's lives in the UK.

## Our themes

### Homes

### Place

### Early action

#### The challenge:

The UK's housing market crisis is affecting people across the country: there is an inadequate supply of high quality, affordable homes which is leading to rising levels of homelessness, people living in unsuitable accommodation and people unable to access the support they need. This is happening while home ownership is becoming increasingly unaffordable. We believe social investment has great potential to help address these challenges and to contribute to a more inclusive housing market.

There are areas of the UK that have been 'left behind' for many years, and even in relatively prosperous areas, there continues to be high inequality and entrenched poverty. We believe that where a person happens to be born should not affect their life chances or ability to live a happy and fulfilling life. We believe social investment is one tool that can help address these challenges to enable thriving and inclusive places in the long-term.

Vulnerable people across the UK struggle with challenging problems that often are preventable before they escalate. However, many interventions and funding streams are reactive to issues after they have already occurred. We believe social investment has the potential to support interventions that address issues and their causes early on.

#### Our approach:

Our aim is to test, replicate and scale innovative housing models. We want to attract additional capital to these models to deliver more secure and affordable homes for those in need, including for the most vulnerable people in society.

Our aim is to work with partners at both the local and national level - who bring a range of tools, skills, experiences and resources - so that places can flourish. We believe social investment has a role to play but recognise that creating long-term change will be complex and that we need to take a learning approach to our work.

Our aim is to develop and scale innovative ways to prevent social problems, with a focus on improving the lives of vulnerable children and elderly people. We will do this by focusing on improving outcomes for: children transitioning from the care system, children at risk of obesity, vulnerable elderly people and adults and children at risk of suffering from mental ill health.

#### Social impact:

Golden Lane Housing and Thera Trust provide specialist accommodation for people with learning disabilities. Having raised £17 million through charity bonds, tenants are able to live more independently in stable and suitable accommodation, with 98% of Golden Lane residents reporting that they feel safe and 95% happy with their home's size and layout.

Local people in Burley Gate created a Community Benefit Society to retain the Post Office and Village Shop that was under threat of closure, raising £57,000 using Social Investment Tax Relief. As the only shop and post office on a 15-mile road, it is a valuable asset to local residents. The new larger store offers a wide range of groceries to meet local needs and promotes local products.

The Reconnections social impact bond aims to tackle loneliness for 3,000 older people in Worcestershire and received investment from Nesta Impact Investments and the Care and Wellbeing Fund. Age UK Herefordshire and Worcestershire deliver support to help older people overcome social barriers and engage with activities to address isolation. So far, 1,244 people have been referred to the programme and there have been significant reductions in loneliness.

## Our team

Our staff and Board bring together diverse experiences from the social, finance, government and business sectors to deliver our work to improve the lives of people in the UK through social investment. A full list and profiles of our staff and Board are available [here](#).

### CHAIR

#### SIR HARVEY MCGRATH

Harvey has been our Chair since 2014. He has a long and distinguished career in the international financial services industry, including chairing both Prudential plc and Man Group plc. He is also Chair of West London Zone, Heart of the City and Funding London, and a trustee of NPC.



### EXECUTIVE TEAM:

#### ANNA SHIEL

##### HEAD OF ORIGATION

Anna joined us in 2012 and is responsible for our Place and Homes focus areas, and our overall origination approach, looking at how social investment can be used to support business models that address social issues. She was previously a Director in Merrill Lynch's Financial Institutions Group. She is a Board member of Charity Bank.

#### CHRISTINE CHANG

##### DEPUTY CHIEF INVESTMENT OFFICER

Christine joined us in 2012 and is responsible for the delivery of our investment process. She has international finance experience including at Enclude and Goldman Sachs, and was recently on secondment to run Esmée Fairbairn Foundation's social investments. Christine is passionate about the delivery of social impact by charities and social enterprises, and sits on the boards of Thera Trust and Pact Futures CIC.

#### DAVID BURNDRED

##### CHIEF FINANCIAL OFFICER

David joined us in 2017 and is responsible for our finance, legal, compliance and operations teams. He has held a number of senior leadership roles, most recently as CFO at Lewis Silkin LLP, and nine years at CDC Group as an Investment Manager. David advises a number of charitable organisations on financial management and strategy matters and is actively involved with his local community as a trustee of a Community Sports organisation.

#### JAMES WESTHEAD

##### HEAD OF ENGAGEMENT

James joined us in 2019 and is responsible for our engagement with investors, and charities and social enterprises. He was previously Executive Director of External Relations at Teach First and prior to that, an Education & Social Policy Correspondent at the BBC. He is Chairman of The Hackney Pirates, which provides after school programmes to improve children's literacy and confidence.

#### JEREMY ROGERS

##### CHIEF INVESTMENT OFFICER

Jeremy joined us in 2013 and is responsible for investing and managing our portfolio. He has twenty years of experience across the financial and social sectors including as a Managing Director at JP Morgan, Big Issue Invest and Ashoka. Jeremy has held multiple voluntary and non-executive roles at charities and social enterprises including the Princes Trust, Ashoka, Big Issue Invest and Pilotlight. He is also a Senior Advisor to the Rockefeller Foundation.

#### STEPHEN MUERS

##### CEO

Stephen joined us in 2016 and prior to being CEO, he was Head of Strategy and Market Development, responsible for our Early Action focus area, strategy and relationship with government. He was previously Director, Criminal Justice Policy at the Ministry of Justice, and has held senior roles across many government departments. He is Chair of the Friends Provident Foundation and his book "Culture and Values at the Heart of Policy Making" was published in 2020.

## Working here

### Purpose

As a member of the team, you have an opportunity to shape our work and the impact we can have to improve people's lives across the UK through social investment

### Benefits

We provide a salary and benefit package that is very competitive within the UK social and public sector (please see page 7).

### Values

Our organisational culture shapes all our work. Our values articulate the culture we seek to create and encapsulate a number of behaviours and attitudes we feel are necessary to live up to our purpose.

**Purposeful:** We are passionate and energetic in our work to bring about our long-term vision of a thriving social investment market that enables positive social impact.

**Pioneering Spirit:** We give our team the autonomy and flexibility to be entrepreneurial and creative. We have the courage to push boundaries and a restless drive for change.



**Openness:** We listen, learn, experiment and collaborate. And we are adaptive and flexible in responding to what we learn.

**Rigorous:** We take a rigorous approach in all we do. We expect the highest standards and continually strive for excellence.

**Respectful:** We are genuine in both our approach and aspiration. We value each member of our team and our partners for what they bring.

# Benefits and perks

## Health and wellbeing

- Pension of up to 11% employer contribution, provided by Scottish Widows.
- Private Healthcare provided by AXA and Health Shield.
- Employee Assistance Programme with access to counsellors or other professionals over the phone or face-to-face 24 hours a day, 365 days a year.
- Group life cover and income protection provided by Canada Life.
- Reasonable cost of an annual eye test reimbursed.
- Open to flexible working options.
- Enhanced maternity, paternity, adoption or shared parental leave.

## Community

- Regular company-wide socials and events; potluck lunches; family sports day and team breakfasts.
- Colleague-led social groups celebrating diversity and covering a wide range of interests, from running to book clubs to TED Talks!

## Learning and development

- Three-day induction for anyone new to the social impact investment sector.
- Open learning culture with opportunities for formal and informal training – you will be given the support and autonomy needed to tailor your own development journey, taking into account your long-term ambitions and short to medium term needs within the role in a way that is engaging and stretching.
- An open library with a wide range of fiction and non-fiction books for you to borrow (and add to!).

## Holidays

- 25 days plus bank holidays.
- Additional closure days.
- Holidays increase with length of service.

## Make an impact

- The opportunity to contribute to improving people's lives across the UK through social investment with regular opportunities to hear from frontline charities and social enterprises.
- Encouragement and support in becoming a social sector trustee.
- Three days' paid volunteering allowance.

## Travel

- Central London office, easily accessible to a number of public transport links.
- Cycle-to-work scheme.
- Season ticket loan.





# Head of IT Projects and Technology

Location: London, EC4A (currently remote working)  
Accountable to: Chief Financial Officer  
Contract type: Full-time, 12-18 month fixed-term contract (open to flexible working or job-share options)  
Salary: £59,750 - £69,625 (depending on experience)

## Overall Purpose of the Role:

An exciting opportunity to design and deliver a suite of technology improvement projects as part of BSC's overall strategic plan. Bring a strategic perspective to ensure that BSC's technology stack remains fit for purpose as our operating model evolves.

You will ensure that improvement projects are managed to a high standard, delivering an effective user experience and high operational efficiency. You will develop and manage relationships with key outsourced providers to support the implementations.

## Key responsibilities include:

- Working with key stakeholders and technology system leads (including Sharepoint and Salesforce leads) across the organisation, lead on scoping, negotiation, implementation and management of key recommendations of 2021 external consultancy review of our technology stack. This includes the establishment of a robust IT governance framework and improved integrations between different systems (especially Salesforce/Finance). Implementation will be through a combination of internal and external resource
- Scoping and negotiation of services with external providers arising from 2021 external review including development of Integration tools, Data Warehouse and associated reporting framework
- Create medium-term technology roadmap and strategy, building on 2021 review
- Develop strong understanding of system application needs of internal stakeholders
- Lead and develop a programme of effective user engagement in technology performance and development
- In conjunction with CFO, establish and obtain buy-in for a robust governance framework for IT development and performance within BSC, including development and updating of policies and communicate these across BSC

- In conjunction with Head of Operations, interface with BSC Audit, Risk and Compliance Committee on major technology projects and technology risk areas
- Working with Head of Operations and Portfolio Management Director, provide insights on how to better leverage service provision and value for money from key outsourced providers of IT support and development services in line with key contractual terms and deliverables, ensuring these are operated in line with best practice
- Develop a high level KPI scorecard in respect of key systems and projects

## Person profile

### Essential experience

- Strong, demonstrable experience in technology operations, development and strategy as a genuine business partner in small or medium financial services business
- Demonstrable record of leading, scoping and delivering key technology projects and implementing improvements to an existing technology stack.
- Good knowledge of Sharepoint, Office 365, other Microsoft products, Salesforce, Tableau, PowerBI
- Development and delivery of integration and Data Warehouse solutions and data scraping tools to monitor investment portfolio performance
- Strong track record of management of outsourced providers and other key external relationships
- Commercial focus and risk mitigation awareness with good understanding of the balance between meeting client expectations and delivering improvements within agreed budgets and timescales
- Hands-on approach and ability to strike an effective balance between operational delivery and strategy development
- Strong awareness of technology issues, challenges and opportunities in medium sized business environment
- Excellent communication and motivation skills -ability to gain consensus and establish credible relationships across the organisation



- Proven ability to lead and get the most from cross-departmental teams to collaborate and drive results

### Desirable experience

- Professional or voluntary experience with charities or social enterprises
- Experience of leading and managing high performing cross-organisational project teams

### Skills and Abilities

- Structured thinker – organised, able to deal with complexity and uncertainty
- Innovative, forward-thinking and strategic approach to problem solving
- Solves problems with multiple stakeholders in an open and empathetic way
- Collegial team player – honest, flexible and responsive, willing to work with and contribute to a team
- Proactive self-starter - able to work independently under own initiative
- Excellent written and oral communication skills, able to build relationships at all levels

### Equality, Diversity and Inclusion

Big Society Capital is committed to being a diverse organisation that is truly representative of the communities we serve. We are an equal opportunities employer with an inclusive environment where all employees can contribute to their fullest potential.

We want every colleague to be able to deliver their work with dignity, equality, comfort and independence. Our office is fully accessible with step-free access and an open-plan set up. We are open to accommodation requests regarding assistive technologies, accessibility tools, flexible working or any other reasonable adjustments that will make working or visiting here more accessible for you.

As a Disability Confident employer, we guarantee interview for all candidates with disabilities who meet the minimum criteria for the job. We are defining a disability in accordance with the Equality Act 2010, as a person who has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out normal

day-to-day activities. You will be asked in your BeApplied application whether this applies to you.

If you have a disability and require any support through the recruitment process, please get in touch with Ruth Davidson (HR Manager) at [rdavidson@bigsocietycapital.com](mailto:rdavidson@bigsocietycapital.com).

### Salary and terms of employment

- This is a full-time, fixed-term (12-18 month contract) role – open to flexible working or job-share options
- Salary of £59,750 - £69,625 (depending on experience)

### Applications

- Please apply through [BeApplied](#) by midday on Monday 2 August 2021
- Applied is a platform designed to minimise unconscious bias in recruitment. You will be asked some work-based questions which are reviewed anonymously by the hiring panel. Please note, while you will upload your CV, it will not be viewed by panel members at this stage, so we ask that you give full consideration to each answer.

**All Big Society Capital staff are currently working from home. We will be as flexible as possible in light of any COVID-19 priorities and challenges which you may be facing.**