HEAD OF FRONTLINE INNOVATION

JOB DESCRIPTION

Year Here is a platform for entrepreneurs who want to tackle problems that matter, consisting of a one-year Fellowship and an Accelerator programme offering investment and business support.

Since launching at 10 Downing Street in 2013, we’ve worked with over 250 aspiring social entrepreneurs and launched award-winning social ventures like Appt Health, Migrateful and Chatterbox.

ABOUT THE ROLE

As Head of Frontline Innovation, you will lead the first half of the Year Here Fellowship. This will involve securing paid partnerships with frontline organisations across London and curating a powerful learning experience for our Fellows.

Frontline service sits at the heart of Year Here – giving the Fellows a chance to gain the insight and legitimacy that comes from working with people living through tough realities. You’ll make sure that our Fellows make a meaningful contribution in their placements and drive innovation that has lasting impact.

It’ll be really varied. In any given day you might be trying to sign up new placement partners, designing a learning session or coaching a Fellow on their frontline innovation project idea.

As part of Year Here’s management team, you’ll also contribute to strategic initiatives across the whole Fellowship. The Head of Frontline Innovation will report to the Fellowship Director.

This is a London-based role. We are open to full-time or 4 days per week.

The deadline for applications is Sunday 16th May.
YOUR RESPONSIBILITIES

Some of the big challenges we want you to take on are to:

Co-create the frontline phase of the Fellowship – working with faculty to impart the curriculum and create a powerful learning experience

You’ll be in charge of designing and directing the first five months of Fellows’ time with us – kicking off in February and September each year. You’ll secure the right faculty members and work directly with the Fellows to help them learn the tools of social innovation. It will be your responsibility to gather feedback from Fellows and from the team – ensuring that we are continuously learning and improving.

Lead programme setup, guiding Fellows from offer through to day one.

Alongside delivering the frontline phase, you’ll have an eye on the upcoming programme. You will manage the process of onboarding new Fellows as soon as they have received an offer to join the Fellowship. It will be your job to match them with placements and mentors that best suit their skills and ambitions.

Secure paid partnerships with frontline services across London

You will sell our placement offer to organisations as diverse as homeless hostels, care homes and Pupil Referral Units. Working with our Fellowship Director, Anna, you’ll make sure we bring in sufficient income to cover the costs of the programme. You’ll develop trusted relationships with our network of partners, guiding them through the process of identifying placement opportunities, shaping roles and inducting Fellows.

Draw on your frontline experience to coach our Fellows to success

You will work one-to-one with Fellows to help them to add value in placement, gain lots of insight into their specific social issue area, and lead an Innovation Project with real legacy. Along with our Pastoral Lead, you’ll also surface any practical or pastoral issues that the Fellow might be grappling with – and ensure these are dealt with appropriately.

Be the face of Fellows’ frontline learning experience

You’ll curate Fellow learning experiences and regularly facilitate sessions as part of our Kickoff Bootcamp, Innovation Bootcamp and 10 Fireside Fridays. You’ll help Fellows connect curriculum content with the real-world application the course demands.

Leading a strategic work strand on behalf of the whole programme team

Alongside your core responsibilities, you may take on one of the following:

- Strategic Partnership Management – managing major corporate partnerships that enhance the whole programme.
- Alumni offer management – developing and managing a programme of support for our alumni network.
- Faculty management – recruiting new experts to our 80+ faculty and creating a meaningful and fulfilling experience for our current members.
ABOUT YOU

We’re keen to hear from a range of applicants from diverse professional backgrounds who can demonstrate some, or all, of the following capabilities:

You have a solid frontline background – with a track record of improving services and innovating new solutions

You’ll have a background in frontline services, having worked closely with vulnerable people throughout your career. Perhaps you’ve been a social worker, teacher, support worker or NHS clinician. You know what it’s like to drive forward changes in delivery – identifying problems in the system, coming up with creative solutions and getting buy in from your colleagues to push projects through and ensure they are built to last.

You’re a confident manager of projects and commercial partnerships

You break down problems with a cool head and take tough decisions when needed. You are also adept at building partnerships, identifying points of alignment and spotting opportunities to create value. You may have sales experience and, if you don’t, you are definitely willing to learn. You love nurturing relationships and earning people’s trust.

You’re a bold and creative facilitator

You’ve been in front of groups of people many times before and you can comfortably lead discussions, chair meetings and impart new ideas. You may have managed teams or led professional supervision sessions before. You’re amassing a toolkit of facilitation methods – and are hungry to pick up more.

You’re insatiably curious about how people learn and grow

Personal development is something that you’re actively engaged in yourself and you love to read around the topic, listen to podcasts and watch talks. You get a thrill from opening others’ minds and helping them achieve their own goals. You enjoy nurturing talent and bringing out the best in others. You readily take on the mentor, advisor or critical friend role with your colleagues, family and friends.

You’re committed to social justice, diversity and inclusion

Your friends have probably all heard your views on social problems like the housing crisis, elderly isolation and social immobility – and you’re always up to date with current affairs. You understand the need to dismantle unjust systems and you are committed to this work. You know that this starts with being engaged in personal work to better understand your part in patriarchy, systemic racism, classism, homophobia, transphobia, ableism and other oppressions.

You’re not afraid of working hard in pursuit of a big vision

You love a challenge and are up for getting behind our vision of a better society. With an entrepreneurial bent, you’re used to achieving a lot with a little. You’re excited by the prospect of joining a fast-moving, ambitious working environment.
In summary you will have:

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<th>ESSENTIALS</th>
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<td>A track record of frontline service delivery and innovation.</td>
<td>Experience of frontline service leadership.</td>
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<td>Facilitation, training and/or leadership capabilities.</td>
<td>Coaching skills.</td>
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<td>Project management skills.</td>
<td>Event management experience.</td>
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<td>Partnership development experience.</td>
<td>Commercial / sales experience</td>
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COMPENSATION AND BENEFITS

- £40,000 to £45,000 per annum initially, depending on experience.
- Gorgeous, accessible, open plan studio in Hackney, next to London Fields (including Lido), Regent’s Canal and Broadway Market.
- Access to tonnes of events and training sessions delivered by some of the leading lights of the social entrepreneurship world.
- A strong commitment to personal and professional development – with a personal £500 annual training budget.
- Up to 3% contribution to your pension.
- 25 days’ paid annual leave per year.

TO APPLY

Send your application to Anna Markland on opportunities@yearhere.org with the subject line “[Your Name] / Head of Frontline Innovation Application” and briefly:

- Tell us about yourself and why you want this role
- Tell us about an innovation that you led in a frontline context, and the principles or tactics you deployed to make a success of it.
- Tell us where you heard about this role.
- Attach your CV and/or link us to a LinkedIn profile.

The closing date for the role is midnight on Sunday 16th May.

There is a 3-stage selection process:

1. Submission of CV and cover letter as detailed above
2. An initial video interview (30 minutes)
3. A final round interview and a test (120 minutes).

We are committed to building a diverse team and strongly encourage applications from women, minorities, LGBTQ+ people and disabled people.

We are also committed to offering employment opportunities to people with criminal convictions.
WHO WE ARE

Unlike a traditional Master’s, the Year Here Fellowship is an immersive, action-oriented postgrad course. Over one year, diverse and multidisciplinary cohorts of Fellows learn at the frontline of inequality – in care homes, homeless hostels and schools across London. Supported by a rigorous social innovation curriculum and industry mentoring, they found some of the most promising social startups in the UK.

Our new Year Here Accelerator supports those emerging businesses with investment, specialist business support, access to clients, and office space.

We’re also launching the Year Here Foundation, a new charity aiming to widen access to social entrepreneurship through the provision of financial bursaries and other practical support to high-potential entrepreneurs from low income backgrounds.

Our growth

Since launching at 10 Downing Street in 2013, we have grown steadily. Today, we are a team of 12 and a faculty of 80+ social impact experts. We turnover £850,000 / year.

Our business model is unique. We don’t charge a tuition fee for the Fellowship. Instead, Fellows work on real-world social projects that we are paid for. This income, along with some recurring grants, covers the cost of the programme. The Accelerator makes money by taking a cut of the startup investment raised and a small stake in each company. The Foundation raises funds from philanthropists who share our mission.

Year Here is a social enterprise; meaning that our purpose is to create positive change in society rather than to maximise shareholder profits. Our Articles of Association state that at least 20% of our profits must be reinvested in our social mission.

Social Impact

Year Here’s 256 Fellows have collectively volunteered over 160,000 hours in frontline services – including homeless shelters, care leavers’ services and pupil referral units – and launched 42 new social ventures backed by Nesta, The Observer, Ashoka, UnLtd, Bethnal Green Ventures and the Esmée Fairbairn Foundation.

These ventures include:

- **Birdsong**, a fashion brand selling clothes made by women’s groups, from older knitters to migrant seamstresses, with a ‘no sweatshops, no photoshop’ ethos.
- **Fat Macy’s**, a restaurant that trains homeless Londoners, with profits helping them raise a deposit for their first flat.
- **Appt**, a HealthTech company that uses behavioural economics to improve uptake of preventative healthcare measures in diverse patient communities.