



Hatch 

Cohort Programme Coordinator

Candidate Pack - Apr 2024

A welcome from Dirk Bischof, Founding CEO



At Hatch Enterprise, we support underrepresented entrepreneurs from across the UK to imagine, launch and grow sustainable and impactful businesses through tailored support, community and partnerships.

The team at Hatch is a fantastically diverse group of people who are passionate about going that extra mile to support founders and help shape a fairer economy, and a better world.

Since 2014, we've supported close to 8,000 founders across the UK and grown our revenue to £1.7m annually. We've been there for founders through some of the most turbulent and challenging times in recent history, from the COVID-19 pandemic and mass business closures, coming face to face with societal inequity highlighted by #BlackLivesMatter, to the cost of living crisis.

Now we're looking at our next big milestone: Delivering holistic and inclusive enterprise support for hundreds of founders every year whilst also delivering on our promise to support founders with patient, flexible financial support alongside our programmes.

At Hatch, we try to embody the following values in everything we do, from being transparent with data and information to trying new things, failing but learning from mistakes and collaborating on strategic decisions, and drawing on our collective expertise, experience and networks:

- We are inherently experimental
- We believe in human potential
- We create meaningful connections
- We are committed to achieving equity



Hatch's work has been recognised in recent years, including:

- Being recognised as one of the top 100 social enterprises in the UK, featuring in the NatWest SE100 Index every year since 2019, as well as being named finalists in the Equality category in 2023.
- Finalists in the Third Sector Awards for Frontline Team of the Year in 2023, and Fundraising Team of the Year in 2022. Finalists in the Charity Times Awards for Digital Transformation of the Year and Charity of the Year in 2022.
- Winning the 2017 Enterprising Britain Awards in the 'Building Enterprise Skills' category for Hatch's Incubator programme.
- Shortlisted for the 2017 Lord Mayor's Dragon Awards in the category of 'Community Partner' for our work with Deutsche Bank supporting over 50 mission-driven businesses in South London.

Cohort Programme Coordinator

Salary: £29,755 - £31,540 dependent on experience

Contract Type: Permanent

Hours: Full Time (typically 9:30am-5:30pm but with flexibility)

Location: We're based in Elephant & Castle in central London, but this role is fully hybrid so we work remotely, though team members must be willing to travel to London periodically

Responsible To: Co-Head of Programmes

Application Deadline: 10am 28th May 2024

Interview Dates: 1st interview 5th-7th June 2024, 2nd interview 17th June

Our Commitment to Equity

We believe everyone has potential. We are committed to increasing equity among business owners, and we want to do the same for our team. Research shows that some underrepresented groups tend to only apply for roles if they meet every single requirement. At Hatch, we are interested in your future potential just as much as your past experience. So if you're excited about this role but your past experience doesn't tick every box on the job description, we'd love it if you went ahead and applied anyway.

And if this role isn't quite ticking all *your* boxes but you like the idea of working at Hatch, please add your details to our careers mailing list to be the first to hear about new opportunities in the future <https://hatchenterprise.org/careers/>.

We want to ensure that our team represents a wide cross-section of society, and we know that means we have to make an effort to understand and accommodate different people's needs. If you would require any reasonable adjustments to be made to support you in applying, interviewing or joining the Hatch team please contact jobs@hatchenterprise.org.

Role Purpose

Picture this: You pick up the phone to speak to an entrepreneur that you worked with on a Hatch programme last year. Since you last caught up with them, their business has gone from strength to strength, accessing new funding and customers, and increasing their impact.

They tell you that the support you and the Hatch team provided - running weekly workshops, connecting them with a supportive community of other entrepreneurs, providing them with tailored support from industry experts, and introducing them to a mentor - was critical to their successes. The knowledge, skills, network and confidence that they accessed through Hatch changed the course of their business.

You know that the work you did as a Programme Coordinator - supporting a Programme Manager to design and deliver programmes of support, managing the day-to-day administration of programmes, and acting as the main point of contact for entrepreneur questions and requests - has empowered hundreds of underrepresented founders to imagine, launch and grow sustainable and impactful businesses.

If this is the kind of job you would enjoy, you should join the Hatch team as a Programme Coordinator.

Communicating with founders

- Acting as the main point of contact for entrepreneurs on a cohort, ensuring they all have the information they need to get the most out of programmes
- Communicating with founders individually and as a cohort including via phone, email, zoom
- Leading on administrative matters, including calendar invitations, permissions, photographs, and communications

Programme delivery and support

- Ensuring that workshops, events, and sessions run smoothly and deliver a great experience for everyone involved
- Providing technological support with tools including Zoom breakout rooms, Circle etc.
- Producing materials to support founders' learning, including PDFs, slides, and spreadsheets
- Supporting the programme manager with the recruitment of founders which sometimes includes; Interviewing, shortlisting, and selection during recruitment cycles.

Working with external freelancers and volunteers

- Briefing and training skilled volunteers, experts and facilitators to ensure high-quality delivery of support sessions
- Coordinating 1:1 support for founders with skilled volunteers/experts on the programmes
- Ensuring the right contracts with founders, facilitators and expert speakers are in place
- Helping maintain our database of expert speakers, freelancers and volunteers
- Identifying and onboarding new freelancers and volunteers by networking, researching, and attending external events
- Keeping track of and processing invoices from freelancers

Monitoring and evaluation

- Gathering feedback from entrepreneurs and sharing insights and areas of improvement
- Interviewing founders and creating case studies from their written and verbal feedback
- Collaborating with the Marketing and Communications team to share stories from our founders on our social channels

Systems and Administration

- Maintaining KPI tracking system to record event attendees, feedback and learning outcomes through our work management system Monday.com
- Suggesting and creating improvements to systems as needed

Other

- Representing Hatch externally at speaking opportunities (optional)
- Other duties that may be required from time to time as part of a small, dynamic team

Person Specification

- Excellent time-management and organisational skills
- Strong verbal and written communication skills
- Proactive problem-solving skills
- Ability to work independently and identify potentially more effective ways of working
- A passion for supporting underrepresented founders to start and grow businesses that will have a positive impact on the world
- You have the flexibility to work some evenings and weekends to host or attend events and workshops

Benefits

We care about our people and giving them the things they need to succeed, and we are passionate about Hatch being a great place to work.

We are a hybrid working organisation, and our head office in Elephant and Castle is available for anyone to work from as much or as little as they'd like. We provide all team members with a laptop for ease of use wherever you choose to work. Although we offer the flexibility to work from home, there are times when it is useful for us to get together in person for certain meetings and team days.

Our benefits include:

- Flexible working - work from home or in the office and at the times that work best for you
- 37 fully flexible holiday days (including the 8 UK bank holidays) in 2024
- 4 days per year paid time off to volunteer
- 4 wellbeing days per year
- Enhanced parental leave
- Enhanced sick pay leave
- Paid time off for dedicated learning and development opportunities
- Team Days/get togethers 3 times a year
- Access to Hatch programmes and events free of charge
- Employee Assistance Programme
- Employee pension scheme
- Salary Sacrifice Scheme
- Cycle to Work Scheme
- Eye care scheme
- Interest free loans to purchase season tickets for travel to work

To Apply

Please note we are only able to accept applications from candidates who have the right to work in the UK.

In order to apply for this role, we ask all candidates to provide a CV, a cover letter and a response to the following bullet points:

- What excites you about Hatch as an organisation and about this role in particular?
- What do you think makes for a good learning experience for an entrepreneur?
- What would you do in this role that would really make an impact?
- Where did you first hear about this opportunity?

We are only accepting applications via the portal which is accessible on our website. Please note - we will not consider any applications unless they include a CV, cover letter and response to the points above, and/or if they have not been submitted through our application portal.

If you have any questions or need any help with your application, please drop us a line via jobs@hatchenterprise.org (recruiters will be politely turned away).

If you apply, we will process your personal data for recruitment purposes only and in accordance with our [Data Privacy Policy](#).