



Hatch

Community Engagement Manager (Maternity Cover)

Candidate Pack - April 2024

Hatch Enterprise is a registered charity in England and Wales (No. 1161801)

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 to collaborate on strategic decisions, 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 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.

Community Engagement Manager (Maternity Cover)

Salary: £37,565 per annum

Contract Type: Fixed Term (12 months), looking for an immediate start

Hours: Part Time, 4.5 days per week

Location: Elephant & Castle, central London / Remote - team members must be willing to travel to London periodically and to attend ecosystem events around the country

Responsible To: Co-Head of Programmes

Application Deadline: Tuesday 30th April 9am

Interview Dates: 1st Round - we'll be hosting rolling interviews for suitable candidates
2nd Round - w/c 13th May

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 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 to apply, interview or join the Hatch team please contact jobs@hatchenterprise.org.

Role Purpose

The Community Engagement Manager (Maternity Cover) role will be a critical piece of our Community Programmes team, which provides support to founders at every stage of their startup journey. The Community Programme offering includes a roster of events including panels, masterclasses and workshops, as well as mentoring and coaching opportunities, and peer-to-peer engagement opportunities. We work with an exciting range of partners across the private and third sectors to connect underrepresented founders to networks and capital that will help launch and grow their mission-driven businesses.

We are looking for a driven, process-oriented self-starter who is interested in a role that will expose them to a variety of activities across the Community portfolio. As the Community Engagement Manager, you'll work directly with the Co-Head of Programmes to ensure the systems we need are in place to support the team to deliver their support offering and that we are constantly learning and evolving our programme offering from Founder feedback and engagement.

You'll be responsible for developing and delivering programmes and events for the graduate community,

as well as contribute to our community engagement strategy - helping us to set up new aspects of our programmes and collaborating with programme managers and coordinators across the portfolio to contribute to a more engaged community of entrepreneurs.

If this is the kind of job you would enjoy, you should join the Hatch team as our Community Engagement Manager.

Responsibilities

Graduate Community Engagement

- Maintain the community engagement strategy for enhanced engagement between founders and a more cohesive founder journey across all stages
- Maintain the end-to-end design and management of the founder experience in the graduate community platform (Circle)
- Helping founders to widen their networks and facilitate connections that can provide critical support and direction via our graduate community platform
- Work collaboratively across the Programmes team to ensure entrepreneurs who engage with Hatch are connected to the best programmes, resources and offers for them
- Maintaining a list of partnership perks for the community
- Understanding both founder needs and partnership opportunities and coordinate the creation of relevant resources, content and perks to meet these
- Attend ecosystem events and speak on behalf of Hatch, and engage the wider team in doing the same
- Helping to ensure consistent relationship management and communication with partner organisations

Programme delivery and development

- Reviewing existing insights and conducting research to refine existing and new peer-to-peer programmes for Hatch founders and graduates
- Engaging mentors, experts and facilitators, where applicable, to support with the leadership of peer-to-peer programmes
- Planning, facilitating and evaluating networking opportunities for founders to build and foster community engagement
- Developing and managing support opportunities for our graduates to increase their access to capital, contracts, and connections
- Working collaboratively with Marketing and Communications team to drive engagement through founder and graduate communication channels
- Managing the content strategy and maintenance of the Resource Hub, to ensure accessibility of content for founders outside of a cohort programme

Systems and administration

- Maintaining the KPI tracking system to record programme founder participation, feedback and learning outcomes
- Feeding into the development of a new CRM system to help us better manage our founder and partner relationships
- Supporting the development and maintenance of our calendar of activities, showcasing engagement opportunities to our founders and the public
- Reviewing and suggesting improvements and innovations to systems and implementing system changes

Monitoring and evaluation

- Supporting the collection and collation of feedback from volunteers, mentors and founders in order to monitor and improve participant experience
- Working with the Fundraising team to report on Community Programme KPIs, anecdotal feedback, and to support with the generation of case studies, for funder reports and fundraising pitches
- Collecting and analysing relevant data for the resources webpage, graduate community platform, as well as keeping up to date with any relevant tech updates and training required for monitoring the data

Other

- Gaining and maintaining in-depth knowledge and understanding of Hatch's work, priorities and future plans and acting as a spokesperson for the charity when required
- Representing Hatch externally at speaking and networking opportunities
- 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
- Comfortable collecting and generating insights from data for reports
- Experience of working in a fast paced, complex environment, working collaboratively with a diverse range of stakeholders and project managing cross-departmental work
- Exceptional communicator, both written and verbal, and comfortable talking to a wide range of people
- Online community management experience would be desirable
- Creative problem solving skills: always looking for things to improve and suggesting ways of improving them
- Ability to work independently, as well as collaboratively with the wider team, and identify potentially more effective ways of working
- A passion to support and connect underrepresented founders to start and grow businesses that will have a positive impact in the world
- Strong interest in equitable and impactful entrepreneurship - experience as an entrepreneur yourself would be a bonus

- Strong understanding of the entrepreneurship ecosystem across the UK and the needs and challenges of entrepreneurs

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 Health Assured
- 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?
- How do your previous skills and experiences align with this role?
- 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](#).