

Job Description

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| Job Title | Social Value and Community Manager |
| Reporting to | Chief Executive Officer |
| Working Hours | 37.5 hour working week, core hours 9:30am – 5pm Monday to Friday to include some evening and weekend hours as required. One day a week work from home policy. |
| Location | Onsite at the Company office in Fitzrovia (currently 175/176 Tottenham Court Road) and surrounding local area as required to carry out the duties of the company |
| Salary | up to £40k per annum (dependent on experience) |

Job Overview

The Social Value and Community Manager will develop, drive and deliver a strategic programme of social value, community partnership and sustainability initiatives for The Fitzrovia Partnership (a Business Improvement District). This is a newly created role to join the TFP team and provides an exciting platform to develop a fully-functional programme in response to growing demand from our member businesses and partners, building upon nascent foundations and aligned to our wider strategy. It is an opportunity to enhance our reputation with external stakeholders, and directly contribute to our commercial success.

Key Duties and Responsibilities

- Develop and execute TFP's Social Value Strategy, aligned with the wider mission of the organisation and our strategic objectives, by setting measurable goals and targets for social value and sustainability performance.
- Developing social value and sustainability data collection, measurement, and reporting capabilities that demonstrate tangible impact to customers, stakeholders, and the market
- Championing social value delivery on customer contracts, including designing and managing community partnerships, volunteering programmes, and social value commitments
- Driving practical sustainability initiatives and practices in collaboration with colleagues.
- Maturing our community partnerships across the business and building ESG awareness and capability among our member businesses (for example Community Grants programme, corporate volunteering matching).
- Collaborate with cross-functional teams within TFP to integrate social value and sustainability principles into the our daily operations and decision-making processes.
- Lead efforts to help our member businesses and partners to reduce environmental impact and improve social responsibility.
- Creation of a Fitzrovia Community Investment Fund.
- Monitor and evaluate ESG and sustainability performance against industry standards and benchmarks.

- Stay up-to-date with social value and sustainability trends, regulations, and best practices to achieve continuous improvement.
- Design and manage services that are efficient, evidence based, and reflect best practice.
- Apply high quality service design and project management to all operational programmes.
- Encourage creativity, innovation and learning from other districts and sectors.
- Build effective working relationships with councils, partners and member businesses to build a good understanding of their requirements and ESG objectives, and maintain regular contact with member businesses.
- Ensure consistent and accurate use of the business CRM.

Person Specification

Skills, Knowledge and Experience

- A formal qualification in a related field (i.e Social Value, ESG, sustainability) or equivalent work experience.
- Previous first-hand experience in the innovation, design and delivery of ESG and sustainability leading edge initiatives.
- Proven expertise of ESG and sustainability principles and their application to operational services.
- Proven evidence of delivery of projects and initiatives – we are looking for those who create the ideas and concepts and who can then deliver on them!
- Strong experience of partnership relationship management.
- Strong project management skills, with experience delivering multiple workstreams to fixed timelines and budgets.
- Experience working with local authorities, statutory agencies, and private sector partners desirable.
- Confident use of IT systems and digital tools to support operational management, reporting, and productivity, including CRM systems.
- Strong written and verbal communication skills, including report writing and briefing senior stakeholders.
- Understanding of local government structures and how different city stakeholders operate and interact.

Personal Attributes

- Delivery-focused and accountable, with a strong sense of ownership for outcomes.
- Creative mindset, willing to challenge and try new ventures.
- Collaborative and approachable, able to work effectively across teams and organisations.
- Personable, and able to build and maintain strong working relationships.
- Strong alignment with The Fitzrovia Partnership's values of Ambition, Excellence, Impact, Integrity, Collaboration, and Innovation.

Company Values

All colleagues are expected to demonstrate The Fitzrovia Partnership's six core values:

- **Ambitious** – Committed to bold objectives and clear outcomes.
- **Excellence** – Strive for high standards and meaningful value.

- **Impact** – Act with intention and deliver lasting, positive results.
- **Integrity** – Work honestly, transparently, and respectfully.
- **Collaborative** – Work effectively with colleagues and partners to achieve shared goals.
- **Innovative** – Open to new approaches, learning, and improvement.

How to Apply

To apply for this role, please send a max 2-page cover letter and CV through to Jenny George on recruit@fitzroviapartnership.com by 11.59pm on 30th March 2026.

Shortlisted candidates will be invited to interview in mid April. The interview process will include a presentation on a specific task that will be circulated beforehand.

We welcome all candidates to apply, regardless of age, sex/gender, disability, race, religion, sexual orientation, marital status or pregnancy/maternity. If you have any questions or require reasonable adjustment/s to any part of the selection process, then please contact Jenny on recruit@fitzroviapartnership.com.