

User Journey Support Manager

Terms:	Permanent, Full Time
Reports To:	Head of Social Entrepreneur Support
Salary Band:	Grade C
Location:	Hybrid – linked to one of our offices in London, Bradford or Birmingham or based in NI, Scotland, or Wales. We continue to seek to accommodate remote working

Who We Are

UnLtd is the leading provider of support to social entrepreneurs in the UK and offers the largest such network in the world. Our mission is to find social entrepreneurs with bold solutions to today's challenges. Through funding and support, we help them to realise their potential and creating lasting change.

UnLtd's vision is a future where enterprising people are transforming our world for good. To enable this, we are committed to developing an eco-system of support to make it easier for those who need help to find it.

UnLtd values diversity and is committed to inclusion and understanding intersectionality. These are more than just buzz words for us. They're principles guiding how we build our teams, support leaders, empower social entrepreneurs and create an organisation that's the right fit for every person.

To support an inclusive environment where employees feel empowered to share their lived experiences and ideas, we have embedded an equity and inclusion group within UnLtd giving us a wide range of different perspectives in our work to help us see what is most needed in society. We are particularly keen to hear from those who identify as Black, Asian or Minority Ethnic, LGBTQIA, people who are disabled, those with learning differences, those with caring responsibilities, from a less advantaged socioeconomic background as well as any other under-represented group in our workforce.

UnLtd welcome discussing and accommodating reasonable adjustments that can support an individual with disability related to physical, mental health or both.

About the role

We have a talented social entrepreneur support team who find, fund and support our award winners across the UK. They help our award winners with everything from understanding the UnLtd offer, managing queries, assigning social entrepreneurs to the right person for support to managing award portfolios and award allocation.

This role will lead on how we deliver on our ambitions for market leading support and will help UnLtd improve and develop our fund and support offer. This role will be alongside our award winner from when they first engage with UnLtd until they transition on to their next journey. You will play a major role in deepening our capability and expertise within our awards support and delivery. This will include the development of internal knowledge and awareness, increasing visibility of social entrepreneur needs, recognising and removing entry barriers and enable us to deliver on our strategic goals.

Key Accountabilities:

- Manage pre and post application support across the UK including eligibility and criteria and monitoring closing of awards ensuring this is done inclusively and led with equity
- To ensure data is maintained and to take appropriate action where compliance issues are flagged
- Work across a diverse portfolio of applications/awards including multiple funders and programmes alongside MAT awards
- Consistently maintain up to date records across our systems (data management) and manage portfolio effectively from award approval to transition.
- Engage in development of tools and resources for neurodiverse and disabled applicants.
- Organise and support monthly peer to peer cohort support sessions for the directorate
- Collaborate with User Journey Lead to support the social entrepreneurs who work alongside us, at panels and across our design work
- Manage all public awards in boxes and correspondence and signpost to relevant support
- Be the first point of call for telephone and email award queries.
- Manage award correspondence to award applicants e.g., invite to pitch and pitching details
- Support pitching sessions for award applicants to ensure consistency, equitability, and an inclusive experience
- Be a member of one cross organisation UnLtd group ensuring engagement of our commitments and ambitions across the organisation sharing knowledge and learning
- Work closely with the SE Support Managers and SE Support Lead(s) to ensure inclusive award and support distribution
- Work alongside the Systems Support Manager adhering to established processes and procedures to enable a supportive experience for our award winners

Other responsibilities

- Act as an ambassador for our values
- Ensure a learning culture is maintained at the heart of UnLtd encouraging the effective exchange of knowledge, skills and learning
- Attend quarterly Safeguarding meetings to share learnings and your experience

Job descriptions cannot be exhaustive. You may also be expected to support and deliver other projects and tasks, in line with your skills and experience that contribute to our overall organisation objectives beyond your core role.

What exactly are we looking for?

Often called 'Essential Criteria'

- You have experience of supporting social entrepreneurs pre application submission
- You have extensive experience in handling large volumes of data processing and reporting. This also includes troubleshooting issues
- You have proven experience of working within a team to deliver quality outcomes
- You have experience of developing and implementing internal / business processes
- You are an excellent communicator and can interact with a diverse range of stakeholders across all levels
- You are organised, able to prioritise and plan own work; and work to deadlines
- You can submit accurate work
- You are proficient in the main MS Office applications, including Outlook, Word, Excel and Powerpoint and experienced in using CRM systems

Often called 'Desirable Criteria'

- You have experience of engaging with and supporting social entrepreneurs

Personal attributes and values

- You are mission driven and empathetic, with a powerful connection to our mission and values
- You have a solution focussed attitude to overcoming obstacles and the ability to support others to apply the same principles
- You are a self-starter with the ability to work unsupervised
- You have a collaborative and flexible way of working

UnLtd's Values

At UnLtd we are looking for people who support our values below.

We are Brave

- ✓ We are ambitious about achieving social change
- ✓ We are bold in pursuing new ideas
- ✓ We are resilient in the face of adversity

We are Inclusive

- ✓ We actively seek out great talent from everywhere
- ✓ We value diversity and welcome challenging points of view
- ✓ We foster an open and supportive environment

We are Accountable

- ✓ We are transparent in our decisions and actions
- ✓ When things go wrong, we learn from it

- ✓ We hold ourselves to our purpose