



SPRING IMPACT MANAGER ROLES & RESPONSIBILITIES

Updated: November 2017

Introduction

Spring Impact Managers are passionate about helping our clients to scale their impact. Using their analytical skills, they get to the heart of our client's challenges and help them develop creative solutions to them.

By leading delivery of Spring Impact's projects, Managers are directly responsible for supporting clients to scale and achieve our impact goal. They drive analysis and recommendations for clients, and are responsible for getting the best out of all team members. They secure Spring's future by being a role model for and developing Spring Analysts and Consultants into highly productive team members.

Spring Impact Managers lead day-to-day contact with clients, and provide detailed guidance and direction to their teams, building on their strengths and motivations. Managers typically spend 60% of their time leading client facing work, with their remaining time spent working on internal projects, supporting business development and taking part in line management activities.

Managers uphold and live out Spring Impact's values:

Core Value:

1. Strive to create and scale the most social impact possible

Foundational Values:

1. Collaboration: applying diverse skills to drive a more comprehensive outcome
2. Questioning: challenging ourselves and our clients, continuous re-evaluation
3. Shared Success: we are only as good as those we assist
4. Build on experiences: use scarce resources efficiently, don't reinvent the wheel
5. Openness: generous with ideas, research and experiences



Role

Managers are junior leaders within a country office, and report to Spring Impact Directors. Managers will work on a portfolio of projects at any one time (between 3-5), often with each project comprised of different teams of Spring Impact staff. As such, Managers have an opportunity to work with a variety of senior and junior staff. Typically they will line manage and guide the personal development of one or more junior team members.

As project leads, Managers have overall responsibility for shaping client insights and recommendations. More than just coordinators, they will gain a deep understanding of a client's issue and critically adapt Spring Impact's consulting approach. Managers will guide junior members of the team to create deliverables, taking a hands-on approach where required to identify recommendations, review and structure outputs.

Alongside leading on client projects, they also support Directors in operational matters such as project and team scheduling. There are opportunities for Managers to lead on key internal initiatives, such as refining / developing elements of our consulting approach, or strengthening operational processes. As skilled project managers, Spring Impact Managers balance the demands across their portfolio of projects and support the leadership to ensure junior members of staff have the capacity to deliver their required activities. Managers also support business development activities, particularly securing follow on work with existing clients where appropriate, responding to new business enquiries, preparing proposals and tender responses.

Managers are mainly based in the Spring Impact office, travelling to client sites (both nationally and internationally) as required. Travel requirements vary based on the specific project portfolios of each Manager.

Key Responsibilities

The main responsibilities of the Spring Impact Manager include:

Project Delivery

As a Manager, you will take ownership for the successful delivery of projects, with limited direct supervision from Directors. Project delivery is the main focus for the role (approx. 60%) and key tasks include:

- Client management
 - Establish themselves as a trusted advisor, whereby they can credibly question and challenge clients where required
 - Manage day to day client contact, including seeking ongoing client feedback
 - Manage scope of projects with clients
- Project management



- Manage delivery of the project plan to time and budget, taking corrective action where necessary
- Be flexible and adjust plans given changes to client circumstances and new insights
- Content development
 - Lead the planning and facilitation of client workshops
 - Develop a deep understanding of a client, their operations and their challenges to critically apply Spring Impacts consulting approach
 - Think strategically: challenge clients to clearly define what success looks like for them, and help analyse the best route to achieving that, including potentially unconventional options
 - Shape high quality recommendations and action plans for clients. Communicate these effectively through high quality deliverables (i.e. reports, presentations, financial models)
- Team management
 - Manage team members to ensure effective delivery against the plan, including providing direct coaching in specific activities where required, helping shape key insights and deliverable structures, providing feedback to improve performance and support in prioritizing tasks
 - Understand the strengths and motivations of team members and use these to deliver the project successfully
 - Manage upwards to manage expectations and ensure relevant inputs and support can be gained as required

In addition, as project leads, Managers ensure all projects comply with Spring Impact policies. For example, regarding contract development, invoicing, recording financial information, identifying improvements for future projects and travel safety.

People

We believe we have a great culture, and Managers are key to upholding that by valuing everyone's contribution and promoting a healthy work life balance. Key activities include:

- Line manage one or more junior members of staff (Analyst or Consultant), promoting a healthy work life balance
- Manage staff development & maintain consistent open lines of communication with staff and the Directors
- Carry out twice yearly appraisals for direct reports and provide informal feedback regularly to their project teams
- Support recruitment and onboarding of new staff

Operations

Alongside delivering client facing projects, Managers spend a smaller proportion of their time supporting Directors with operational matters such as:



- Resource management – helping schedule teams to current and future projects and assessing team capacity on an ongoing basis
- Sharing information on current and potential projects to support financial reporting
- Leading on internal initiatives as required. This could include developing or refining elements of our consultancy approach, or strengthening our internal processes and systems
- Providing ad hoc support as required to other team members such as finance and communications to progress other key internal initiatives

Sales & Marketing

Whilst Managers do not have specific sales targets, they support Directors in business development. Key responsibilities include:

- Identifying and leading on business development opportunities for follow on work with existing clients
- Leading on business development opportunities with reactive/organic connections, through either calls or face-to-face meetings
- Developing compelling proposals by distinguishing and articulating the most critical challenges facing potential clients, and understanding how Spring Impact's approach could help
- Supporting the Marketing and Communications Manager with project content and case studies as required
- On occasion, write articles that promote Spring Impact's thought leadership in scale and replication and speak at conferences and events

Required Skills

- Critical thinking
- Project management
- Workshop facilitation
- Client relationship management
- Effective written communications
- Effective verbal communications
- Decision making
- Adaptability
- Time management
- Use of MS Office (Word, Powerpoint, Excel)
- Experience as a line manager (desirable)
- Financial modelling (desirable)

Other details

- Salary: £36,225 per annum. Salary may be negotiable dependent on previous consultancy experience
- Work location is Kings Cross, London with the potential for international travel
- Starting from February 2018



- Spring Impact would consider sponsoring visas

Deadline and interview dates

Deadline for application: Monday 8th January 2018, midnight
Shortlisting: Tuesday 9th – Wednesday 10th January 2018
Screening phone calls: Wednesday 17th – Thursday 18th January 2018
First round interviews: Monday 22nd, Tuesday 23rd or Friday 26th January 2018
Second round interviews: Wednesday 7th or Thursday 8th February 2018

To make an application

To make an application please email jobs@the-icsf.org with the following two attached documents:

1. A covering letter that:
 - Outlines why you are interested in the role
 - Explains why you are the right person for the job, addressing the required skills and experience above
 - States where you heard about the job and when you could start
2. An up-to-date CV, ideally no more than two pages long