



The Spring Impact Manager Job Description

January 2018

Introduction

Want to help scale up some of the best innovations to social problems?

Spring Impact is supporting the world's best social sector organizations to scale up their impact. If you're drawn to working to tackle a range of the world's problems from supporting Africa's farmers to working with San Francisco's homeless, we may be the place for you.

Our US office in San Francisco is seeking a Manager to join our vibrant, dynamic, and passionate team. As a Spring Impact Manager, you'll have the opportunity to:

- Lead day-to-day client engagements
- Provide detailed guidance and direction to project teams
- Help build and grow Spring Impact by supporting business development
- Taking part in managing junior staff
- Lead on projects and manage project teams, with a razor focus on providing the very best recommendations for our clients, while being responsible for getting the best out of all team members

What we're looking for

We're looking for an excellent communicator with the ability to listen and see the bigger picture. This role requires an enthusiastic self-starter who possesses exceptional attention to detail, managerial skills, writing competency, presentation and facilitation acumen, and the initiative to understand and get involved in all aspects of this small and growing organization.



Key Responsibilities

The main responsibilities of the Spring Impact Manager include:

Project Delivery

As a Spring Impact Manager, you will work on a portfolio of projects. You'll take ownership for the successful delivery of projects (approx. 60-70%), with limited direct supervision from Directors. Each project is worked on by a team, comprised of different members of staff, with a Manager as project lead. As such, you'll have an opportunity to work with a variety of senior and junior staff. Key tasks include:

- **Client Management:** Establish yourself as a trusted advisor and credibly question and challenge clients where required. Manage day to day client contact, managing expectations
- **Project Management:** Manage delivery of the project on time, scope and budget, taking corrective action where necessary but also be flexible, given changes to client circumstances and new insights. Ensure all projects comply with Spring Impact and client policies
- **Content Development:** Gain a deep understanding of client issues, critically adapt Spring Impact's consulting approach to those issues. Lead the planning and facilitation of client workshops. Think strategically and shape high quality recommendations and action plans. 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, shaping key insights, and obtaining relevant support from Directors as required

People

Spring Impact values our great and unique culture, and Managers are key to upholding that by supporting the development of staff and valuing everyone's contribution. Key activities include:

- Line managing junior members of staff, promoting a healthy work life balance and developing your team
- Carrying out appraisals for direct reports and providing informal feedback regularly to their project teams
- Supporting recruitment and onboarding of new staff

Operations

Alongside leading on client projects, Managers also support Directors in operational matters such as project and team capacity, and overall organizational health, strategy and growth. Key activities include:

- Resource management – helping schedule teams to current and future projects and assessing team capacity on an ongoing basis
- Sharing information on projects to support financial reporting
- Leading on internal initiatives as required
- Strategy development and execution
- Providing ad hoc support as required to other team members such as finance, human resources, and communications



Sales & Marketing

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

- Identifying and leading on business development opportunities for existing and new clients
- On occasion, representing Spring Impact externally (e.g. writing articles, speaking at conferences and events)

Required qualifications

- Bachelor's degree
- 4-7 years of relevant experience

Required skills and traits

- Commitment to the social sector
- Critical and strategic thinking and decision making
- Project management, time management, and organizational skills
- Self-starter and adaptability
- Presentation and workshop facilitation
- Client relationship management
- Effective written and verbal communications
- Emotional intelligence
- Use of MS Office (Word, PowerPoint, Excel)

Desirable skills and traits

- Spanish proficiency or fluency
- Business experience, especially in strategy and operations consulting
- Experience as a line manager
- Financial modelling

Other details

- Work location: San Francisco, CA with some international travel (~25-30%)
- Candidates will need existing permission to work in the US
- Spring Impact offers health and retirement benefits

Deadline and interview dates

- Deadline for application: February 22, 5pm PDT
- Screening phone calls: Late February
- Second round phone interviews: Beginning of March
- In-person interviews: Mid-March
- Start date: late March, early April

Application requirements

To apply, email jobs@springimpact.org with "Manager – US" in the subject line and include your resume, cover letter, confirmation you have permission to work in the US, and potential start date.



About Spring Impact

Spring Impact is a nonprofit that specializes in scaling social innovations. We are a registered charity in the UK and have 501c3 status in the US. Everything we do is guided by our social purpose and values.

- Our Vision: A world where social problems are addressed at scale
- Our Mission: To scale up social innovations
- Our Impact Goal: Support 20 social innovations to scale their impact by 2024

Spring Impact 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

Examples of Spring Impact's work [here](#)

Who we work with [here](#)

How we work [here](#)