

Charity
bank

January 2025

Senior Impact Manager



About Charity Bank

Charity Bank is the loans and savings bank for people who want to make the world a better place.

Our vision is for a society that fosters vibrant communities and a healthy planet, giving every individual the opportunity to thrive. Charity Bank is 'of the sector and for the sector', 100% owned by charities and social purpose investors and dedicated to supporting UK charities and social enterprises.

We use our savers' money to make much needed loans to enterprising organisations working to create lasting social change in communities across the UK. Since 2002, we have used the money saved with us to provide over £350 million of loan finance to a wide range of organisations across the arts, community, education, environment, faith, health, housing, regeneration, social care and sports sectors.

Our loans are used for a wide range of purposes, from providing accommodation for vulnerable refugees to action sports centres for young people looking for a safe place to skate to residential and respite care centres for those with profound disabilities.

Our co-workers are inspired by the organisations that we support and highly motivated to better equip these charities and social enterprises to help the disadvantaged, enrich lives and make our communities better places to live.



Charity Bank borrower, Magpas Air Ambulance.



Charity Bank borrower,
Extern Homes.

Why work for us?

No matter what your role is at Charity Bank, you will be making an essential contribution to the positive social value creation that is the very reason for Charity Bank's existence.

For every loan that we make and the impact that this has on the organisations we lend to and the people that they serve, we can all say, "Wow, look what we helped to create!"

If your values align with Charity Bank's, the role matches what you are looking for, and our mission and work excites you – we invite you to apply to join us!

Equality, Diversity and Inclusion

At Charity Bank, we want our team to reflect the diverse communities, organisations, and people that we work with. We are committed to being an inclusive employer and great place to work and we strongly encourage applicants from diverse backgrounds to apply.

We have implemented policies to support this aim and are proud to offer flexible working practices and a caring culture. If you need any reasonable adjustments for any part of the recruitment process and/or working environment, please let us know, in confidence, so we can discuss these with you.



Values

Working in harmony

Mutual respect

Being the change

Role Profile

Job Title:	Senior Impact Manager
Contract:	Permanent, Full-time (substantial part-time applications welcome)
Location:	Home, office or hybrid working
Responsible to:	Director of Marketing & Communications

Introduction to the Role

At Charity Bank, we are dedicated to creating a positive social impact through our loans, savings, and investments. As a Senior Impact Manager, you will play a pivotal role in shaping and implementing our Social Impact Strategy. This position offers a unique opportunity to work closely with internal and external stakeholders to drive meaningful change and ensure that our impact is measurable, transparent, and aligned with our organisational goals.

You will be responsible for developing and refining our impact measurement frameworks, managing data collection and analysis, and preparing comprehensive reports that highlight the social value of our work. Your expertise will help us maintain high standards of data integrity and quality, ensuring that our impact reporting is robust and insightful.

In this role, you will also champion best practices in data management across Charity Bank, fostering a culture of continuous improvement and learning. Your contributions will support our commitment to equality, diversity, and inclusion, making a tangible difference in the communities we serve.

If you are passionate about using data to drive social change and have a keen eye for detail, we invite you to join our team and help us make a lasting impact.

Key Responsibilities

Social Impact Strategy and Development

- Engage with key internal and external stakeholders to develop and embed Charity Bank's Social Impact Strategy.
- Support the development of our theory of change model and impact frameworks.

Impact Measurement and Reporting

- Implement an Impact Measurement Lifecycle Model by streamlining processes and integrating data to achieve a robust and comprehensive data set for strategy, evidence, and reporting.

Role Profile

- Use impact data to prepare reports and presentations for internal and external audiences, including the bank's Impact Report, Investor Report, board Impact KPIs, and website impact data.
- Manage the collection, review, and verification of data on our social impact, ensuring effective measuring and reporting mechanisms for social, diversity, and environmental impact.
- Oversee and ensure quality control of the utilisation of our social impact scorecard in the loan approval process, monitoring its effectiveness for future refinements.
- Develop, measure, and report on board KPIs related to impact, ensuring alignment with organisational goals and strategic priorities.

Net Zero and Environmental Impact Reporting

- Collaborate with the finance team to track and report on Charity Bank's environmental impact, ensuring accurate and transparent reporting.
- Collaborate with the Net Zero working group to develop and implement strategies to support Charity Bank's journey to Net Zero, aligning with industry best practices and regulatory requirements.

Equality, Diversity, and Inclusion (EDI)

- Collaborate with internal teams to integrate EDI data into broader impact measurement frameworks and reports.
- Support and embed equality, diversity, and inclusion into day-to-day behaviours and activities within your role, contributing more widely to Charity Bank's commitment to EDI.

Data Management and Analysis

- Support a wide range of data needs, including stakeholder requests, relevant accreditations, and providing quick and accurate analysis as needed.
- Clean data where necessary and help maintain a robust and accurate data set of borrowers in Charity Bank's internal systems.
- Support the standardisation and robustness of data across Charity Bank's internal systems, working closely with the data, Salesforce, and operations teams.
- Draw on comparative data sources and develop creative ways to enhance Charity Bank's data to generate greater insights on the social value of Charity Bank's loans and approach.
- Encourage the use of best data practices throughout the Charity Bank team, showing colleagues how data can make tasks more efficient and insightful. This includes sharing findings internally and actively working with other teams to improve data processes.

Collaboration and Business Development

- Work closely with colleagues across various departments to leverage impact data in shaping business development strategies.
- Provide insights and analysis from impact data to support the identification of new opportunities and the development of innovative products and services.
- Collaborate with the marketing and communications team to highlight the social impact of Charity Bank's work in promotional materials and campaigns.

Continuous Improvement

- Adopt a continuous improvement and learning ethos.
- Undertake other tasks and work on cross-team projects that support the objectives of Charity Bank as required, in agreement with your manager.

Person Specification

Experience and attainment	<ul style="list-style-type: none">▪ Strong understanding of charities and social enterprises▪ Strong working knowledge of, and experience at a strategic level in, Social Impact▪ Educated to degree level or experience which demonstrates equivalent analytical ability
Special Aptitudes	<ul style="list-style-type: none">▪ Excellent communication skills, both written and verbal▪ Gather and research information from a broad range of sources, to interpret complex and technical information and to analyse data▪ Experience in project management and running a variety of projects simultaneously▪ Able to manage competing priorities & balance stakeholder interests▪ Numeracy and ability to handle statistics
Disposition	<ul style="list-style-type: none">▪ Influencing skills – good at getting a message across▪ A self-starter, able to work on own initiative to deliver high quality outcomes within agreed timescales▪ A team-player; wants their team and the whole bank to succeed▪ Process-driven, able to follow, review and improve processes and procedures▪ Persistence, an eye for detail and ability to complete projects and keep to deadlines
Thinking Style	<ul style="list-style-type: none">▪ Able to analyse a problem and present options to resolve it▪ Well organised and systematic in approach▪ Change orientated▪ Detail conscious
Motivation	<ul style="list-style-type: none">▪ Excited by the work, mission, and positive impact of Charity Bank▪ Derives satisfaction by achieving results through other people▪ Committed to continuing personal development

The **Four-Day Week**

Redefining Work-Life Balance

At Charity Bank, we prioritise the well-being of our team members alongside the pursuit of our social mission. The Charity Bank four-day week is an innovative initiative that sets us apart in fostering a thriving workplace culture.

Why the Charity Bank Four-Day Week?

Our belief is simple: a supported and motivated team delivers exceptional customer service and propels us toward our social goals. By offering all staff the opportunity to work four days a week with full-time pay, we prioritise a healthy work-life balance, boost morale, and enhance overall job satisfaction.

How it works:

Our four-day week consists of 32 hours, typically spread across four eight-hour days, allowing employees the flexibility to choose either a Friday or Monday as their day off.

Days off are protected and treated like weekends, ensuring uninterrupted personal time. The arrangement is flexible, adapting to part-time employees on a pro-rata basis.

Commitment to Productivity and Continuous Improvement:

The four-day week is not merely a benefit but a mutual commitment. In exchange for increased productivity, we challenge established ways of working, constantly seeking opportunities to improve processes and enhance efficiency across the team and organisation.

Key Features:

1. **Work-Life Balance:** Our four-day week promotes an improved work-life balance, granting more time for personal pursuits, family, and self-care.
2. **Full Pay:** Despite fewer hours, employees receive equal compensation, recognising and rewarding their commitment.
3. **Productivity Boost:** The strategic four-day week enhances productivity, with studies showing increased focus, creativity, and efficiency.
4. **Equality and Diversity:** Our four-day week and flexible working policy align with our goal of fostering an inclusive and positive employee experience. We actively promote equal opportunity, attract diverse talent, and support personal growth.
5. **Social Mission Support:** Prioritising team well-being empowers contributions to our social mission, creating a positive ripple effect for both employees and the communities we serve.

For more information and FAQs, visit www.charitybank.org. Join us in redefining the workplace and making a lasting impact.



Charity Bank
borrower, René
House CIC.

The benefits

In addition to salary Charity Bank offers a generous benefits package.

- **Annual Leave** – 160 hours per annum plus bank holidays, pro-rata in year of joining (and also for part-time), with opportunity in increase to a maximum of 192 hours per annum (pro-rata)
- **Four Day Week** – supporting work-life balance.
- **WeCare** – free access to online 24/7 GP and Second Medical Opinion service
- **Employee Assistance Programme** – Health/Work/Life concerns 24/365
- **Perkbox** – employee discounts and deals to help save money
- **Contributory Pension Scheme** – auto enrolment in place
- **Life Assurance** – 4 x salary paid to beneficiaries if death in service
- **Private Medical Cover**, subject to eligibility criteria
- **Enhanced absence payments** – including maternity, paternity, adoption, shared parental leave, and sickness, subject to eligibility criteria
- **Give as You Earn Scheme** – charity donations of up to £250 per annum are matched by Charity Bank
- **Additional Annual Leave Purchase Scheme** – up to 32 hours per annum (pro-rata) to a maximum of 224 hours per annum, (pro-rata)
- **Group Income Protection**
- **Car or Season Ticket Loan Scheme**
- **Cycle to Work and Cycle Loan Scheme**
- **Computer Loan Scheme**





Registered Office:

The Charity Bank Limited, Fosse House,
182 High Street, Tonbridge, TN9 1BE.
Company registered in England and
Wales No. 4330018. Authorised by the
Prudential Regulation Authority and
regulated by the Financial Conduct
Authority and the Prudential Regulation
Authority. Financial Services Register
No.207701. Member of the Financial
Services Compensation Scheme (FSCS).

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Charity Bank borrower, Leigh
Miners Rangers.