

INNOVATION UNIT

PROJECT

COORDINATOR/RESEARCHER AND
INNOVATION CONSULTANT
APPLICATION PACK

APRIL 2021

**creating impact- reducing
inequalities- transforming
systems**



**Innovation
Unit**

Creating impact
Reducing inequalities
Transforming systems



www.innovationunit.org

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NICE TO MEET YOU

Innovation Unit is a not for profit, social enterprise - this means that above all else, we are an organisation that is deeply committed to making a positive, social impact in the world.

Our mission is to grow and scale the boldest and best innovations that deliver long term impact for people, address persistent inequalities and transform the systems around them.

We have fifteen years experience of doing this work with ambitious partners in local and central government, schools and hospitals, voluntary and community sector organisations, trusts and foundations.

We are proud of the impact of our projects; in recent years [Living Well UK](#), funded by the National Lottery Community Fund, has supported four areas of the UK to pioneer new solutions for community-based mental health and wellbeing that are now spreading nationally; in children's social care, we have been the innovation partner for the Department for Education, since 2014, in their [children's social care innovation programme](#) that has engaged every local authority in England in developing new solutions for children in or on the edge of care.

Our team come from a wide variety of professional backgrounds and life experiences - researchers, service designers and programme managers work alongside ex-nurses, occupational therapists, social workers, and public service leaders to design new solutions and take them to scale.

People who work at Innovation Unit share a core set of beliefs about enabling change that is owned and driven by the people it affects. We all work with the tools and methods from our tried and tested [formula for innovation and impact](#). If what you see speaks to your values and experiences, we want to hear from you.

WHO WE ARE

We hold a bold vision: we want to see a world in which all people belong and contribute to thriving societies. To achieve this vision, we must challenge and change the systems that people who experience disadvantage rely on most.

WHAT WE DO

We grow and scale the boldest and best innovations that deliver long-term impact for people, address persistent inequalities, and transform the systems that surround them.

We do this by coaching leaders and their teams as they introduce difficult changes. And we help build local capability to ensure that new ways of working will be maintained long after our work is complete.

We work closely with people with lived-experience and frontline staff.

Together, we dig deep to find root causes of problems, challenge assumptions, design and test new ways of working and help implement change.

We help organisations collaborate with one another and build strong partnerships that can transform a system or a place.

The impact is better outcomes and experiences for vulnerable people and better outcomes for the wider system.

DIVERSITY AND INCLUSION

WELCOME

We are increasing the size of our staff team and we are actively seeking to recruit a diverse pool of talent for the available roles. We would like you to consider applying even if you have some, but not all the experience listed later in the pack. Most important for us, is that you bring energy, insight, creativity and the determination to grow and scale new solutions to big social challenges.

We put lived experience at the heart of the work we do at Innovation Unit - whether through [co-design](#), [storytelling](#) or [participatory research](#). Much of our work is within the mental health, health, children's social care, and criminal justice systems. We know that staff members with lived or professional experience of these systems make us stronger, and more capable of creating meaningful impact. We would love to meet you if you do.

We value all forms of diversity as a matter of principle, and because innovation thrives on new perspectives we want our new team members to help us see entrenched social challenges in new ways. We encourage people of colour, those from disadvantaged socioeconomic backgrounds, those with disabilities as well as those who identify with any other underrepresented group, to apply.

Our recruitment process for the Project Coordinator/Researcher and Innovation Consultant roles are anonymised up to interview and we will ensure there is diversity of experience in our shortlisting processes and interview panels. Please get in touch at winnie.armah@innovationunit.org with any questions about our goals for diversity and inclusion.

Project Coordinator/ Researcher

Our [application form](#) asks you to comment on the person specification, rather than the job description below. We do not expect applicants to have experience in all of the outlined activities: this is intended to give you a sense of the role.

THE DETAIL

Project Coordination & Delivery

- Support Innovation Consultants to plan and coordinate projects, and to organise project teams.
- Develop a wide range of communication materials, including but not limited to newsletters, flyers, blogs, social media content, and web content.
- Coordinate project workshops and other events, including managing resources, logistics, and materials.
- Monitor project spend and work with the Innovation Consultants to reallocate resources to meet the evolving needs of the project.
- Support Innovation Consultants in establishing and monitoring project quality and to understand risks and issues – and to mitigate them.
- Help the rest of the organisation to learn from your projects.

Research & Service Design

- Lead on qualitative data collection, including but not limited to interviews with service-users (this may include children and vulnerable adults) and professionals, observations and structured workshop interaction.
- Synthesise complex information, analyse data and generate insights.
- Undertake specific pieces of research and writing around project themes to produce briefings, discussion papers, research reports and blogs, as directed by Innovation Consultants.
- Develop materials for events and produce reports and products afterwards.
- Undertake service mapping exercises to generate baseline data that can inform service redesign.
- Look at and learn from work happening beyond the organisation, including new innovations and policy developments.
- Share learning with colleagues through presentations and written briefings.
- Work with Service Designers to deliver co-design workshops

Business Development

- Support Innovation Consultants, Senior Associates and Service Designers to pursue business development opportunities and develop proposals.

PERSON SPECIFICATION

Our [application form](#) asks you to comment on this person specification.

This is our opportunity to understand what you can bring to the role. Please give as much detail as you can, addressing each section.

PERSONAL ATTRIBUTES

- We need people who can work flexibly and creatively, beyond their area of expertise, navigating the boundaries of, for example, health and social care, or children's and adult social care.
- We are actively seeking diversity of experience, including lived experience of our areas of work within our staff team as we know that this enriches our work. We would welcome someone bringing fresh energy and insight to Innovation Unit, challenging the organisation to work differently.
- This work is never dull, often demanding and sometimes challenging. You will be happy on your feet, at the flipchart, and working with diverse groups of people, comfortable with ambiguity, offering up your analytical, strategic, creative and relational talents.
- You will rarely be in the same place – working from home or hot desking, or visiting clients all over the UK. You will be happy on the telephone, on conference calls and webinars, at events, and working across Google Drive, as well as face-to-face with clients, partners and colleagues.
- You will be committed to your own learning and development, set development objectives, and invest time in acquiring new skills and knowledge.
- You will be comfortable contributing to the development and learning of our team as well as contributing to whole organisational processes including performance management, recruitment, office management.

EXPERIENCES

We are recruiting for a number of posts and recognise that matching people to roles might be a bit of a jigsaw puzzle. We don't expect any of the applicants to have experience in all of the following areas and understand that you might bring other related experiences that are not listed in the person specification. Please tell us about any of the areas below that you have experience of, and feel free to include other relevant experience in your response.

- Experience working in a setting which is primarily focussed on children and young people; e.g. children's social care, youth work, early years, school.
- Experience of managing learning programmes, including organising and supporting a wide range of learning activities and events with multiple attendees, both face to face and online.
- Experience of supporting business development opportunities including conducting research, and contributing to the writing of bids and proposals.
- Experience of communications work, such as developing and creating content for social media, writing for a public audience, event design and delivery.
- Experience of conducting primary (e.g.interviews) or secondary (desk-based) research and analysis on contemporary social issues.
- Experience of involvement in work relating to place based transformation and community organising.
- Experience of working on innovation projects and/or change management, including knowledge of innovation methodologies.
- Experience of business support or office administration.
- Experience of facilitating workshops.

ABILITIES, SKILLS, KNOWLEDGE

- Ability to be flexible to the needs of the organisation and proactive in ensuring a project progresses, holding its shape from below.
- Strong interpersonal and communication skills and confidence expressing your ideas.
- Strong IT skills, including knowledge of Google Suite and Zoom.
- Strong organisational skills, including notetaking and diary coordination.
- Ability to produce attractive and professional looking outputs, such as Google Slide decks - Adobe Illustrator and InDesign skills are desirable, but not necessary.
- Concern for contemporary social issues and an understanding of Innovation Unit's mission.

CONTRACT DETAILS

LOCATION

We have colleagues in London, Edinburgh, Greater Manchester, Yorkshire and places in between. Our main base is in London but we don't expect everyone to be there all the time. Currently, everyone is working from home and we are going to experiment with more flexible and decentralised office bases as COVID restrictions are relaxed.

SALARY

£25k

TYPE

2 year contract

HOURS

37.5

HOLIDAY ENTITLEMENT

27 days holiday plus bank holidays. In addition, we close the office for three days between Christmas and New Year.

REPORTS TO

One of our Principal Innovation Consultants, depending in part on your interests and in part on our mix of current work.

BENEFITS

4% pension contribution
Pension salary exchange scheme
Life cover
Childcare voucher scheme
Cycle scheme
Flexible working

If you have any clarifying questions about the role, need the recruitment documents in a different format or would like to discuss any adjustments that would support you in the application process, please email us at contact@innovationunit.org and we'll do our best to help.

To apply for one of the roles, please download, complete and send the attached [application form](#) to contact@innovationunit.org.

We also ask that you complete our anonymous [diversity survey](#). Please note this is optional and simply to help us understand a bit more about who is applying for the roles.

DEADLINE

The deadline for receipt of applications is midday on Tuesday 20th April 2021

INTERVIEWS

First round interviews will take place the first two weeks of May 2021. Please note that owing to current government restrictions, all interviews will take place via video conferencing.

All candidates will receive an email confirming that their application has been received. After this, we will only contact the applicants that have been selected for interview. Due to the volume of applications expected we will not be able to offer personal feedback on applications.

Due to the nature of our work with children and vulnerable adults, Innovation Unit operates a Safer Recruitment policy. All offers of employment will be made on the condition of a DBS check being carried out and we will ask for two references.

We look forward to hearing from you.

Innovation Consultant

Our [application form](#) asks you to comment on the person specification, rather than the job description below. We do not expect applicants to have experience in all of the outlined activities: this is intended to give you a sense of the role.

THE DETAIL

Our [competency framework](#) ranges from aware, do, adapt, to coach. For this role the expectation in the competency framework is: normally we expect that you are at least 'do' against 70% of the competency framework.

At Innovation Consultant level the practical work we do spans across five main areas :

1. Leading small-medium innovation projects (up to c£50k)

- Lead and manage small-medium innovation projects
- Establish what success will look like with the client, and how success will be measured
- Understand the methodology on the project and use it to plan the project in detail with the team
- Understand how the project will use the [innovation formula](#)
- Manage a small project team to deliver the project (typically 2-4 people)
- Manage the relationship with our point of contact with the client
- Develop a communications plan for the project
- Manage the project budget to ensure value for the client, and healthy project margins for Innovation Unit
- Develop a project risk register and mitigate risks appropriately
- Work with the project sponsor to ensure the objectives and success criteria are met, and the project is delivered on time and budget

2. Team member on medium-large projects (up to £200k)

- Work as a member of the project team on medium-large projects where the project lead is a Senior/Principal Innovation Consultant, or Director
- Contribute to the development of project methodology and plan
- Manage a workstrand as part of the bigger project
- Offer coaching support to clients to support them to achieve their goals successfully
- Manage and undertake quantitative and qualitative research and insight generation
- Manage and undertake co-design work and prototyping
- Design and facilitate engagement workshops for small groups (10-20 people)
- Develop high quality products and content
- Bring in additional expertise when required
- Work with the project lead to ensure the objectives and success criteria are met, and the project is delivered on time and budget

THE DETAIL

3. Help to win new business

- Generate knowledge, learning and insight from our projects and share them with the rest of the team
- Apply knowledge, learning and insight from our projects to new projects and business development opportunities
- Help the organisation to spot emerging business development opportunities
- Contribute to writing bids and proposals.
- Maintain good relationships with clients
- Develop relationships with people in current and prospective client organisations, increase their awareness of Innovation Unit
- Develop and write content for publication about our work

4. External engagement and communications

- Develop our collective thinking and knowledge about innovations that deliver long term impact for people, address persistent inequalities and transform the systems around them
- Contributing high quality content for publication externally on our website, blog, social media platforms and mainstream media, that raises our profile and enhances our reputation with target audiences

5. Help the organisation improve

- Contribute to internal development work that reflects the evolving needs of the business, including growing and deepening our practice, improving our internal systems and strengthening our culture.
- Provide constructive feedback and contribute to the development and learning of our team.
- Contribute to whole organisational processes including performance management, recruitment, office management
- Fully use our financial and project management systems
- Commit to your own learning and development, set development objectives, and invest time in acquiring new skills and knowledge
- Be ready and happy to think on one's feet and offer up one's analytical, strategic, creative and relational talents to respond to challenges and develop solutions

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This is our opportunity to understand what you can bring to the role. Please give as much detail as you can, addressing each section.

PERSONAL ATTRIBUTES

- We need people who can work flexibly and creatively, beyond their area of expertise, navigating the boundaries of, for example, health and social care, or children's and adult social care.
- We are actively seeking diversity of experience, including lived experience of our areas of work within our staff team as we know that this enriches our work. We would welcome someone bringing fresh energy and insight to Innovation Unit, challenging the organisation to work differently
- This work is never dull, often demanding and sometimes challenging. You will be happy on your feet, at the flipchart, and working with diverse groups of people, comfortable with ambiguity, offering up your analytical, strategic, creative and relational talents.
- You will rarely be in the same place – working from home or hot desking, or visiting clients all over the UK. You will be happy on the telephone, on conference calls and webinars, at events, and working across Google Drive, as well as face-to-face with clients, partners and colleagues.
- You will be committed to your own learning and development, set development objectives, and invest time in acquiring new skills and knowledge.
- You will be comfortable contributing to the development and learning of our team as well as contributing to whole organisational processes including performance management, recruitment, office management

EXPERIENCES

Ideally, you will have direct experience and bring expertise in one of the Innovation Unit's priority areas of impact:

Children's Social Care
Mental health
Health and social care
Education and learning
Criminal justice

ABILITIES, SKILLS AND KNOWLEDGE

Project management (up to c£50k) and team member on medium-large projects (up to £200k)

- Ability to lead small-medium projects including; managing small teams, meeting objectives and success criteria, reporting and monitoring, budget management, managing risk and managing communications
- Ability to manage the relationship with the client and establish what success will look like, and how success will be measured
- Ability to work as a member of the project team on medium-large projects. This may include:
 - Managing a workstrand as part of the bigger project.
 - Contributing to the development of the project methodology and plan
 - Managing and undertaking research, co-design work and prototyping
 - Designing and facilitating engagement workshops for small groups (10-20 people)
- Ability to use financial and project management systems

Coaching Support

- Skilled at building relationships and coaching clients and/or practitioners to achieve their goals successfully

Innovation Methodology

- Knowledge of different methods and tools used in innovation projects

Business Development and Communication

- Ability to apply knowledge, learning and insight from our projects to new projects and business development opportunities
- Ability to help the organisation to spot emerging business development opportunities and contribute to writing bids and proposals.
- Ability to develop high quality products and write content for publication about our work

CONTRACT DETAILS

LOCATION

We have colleagues in London, Edinburgh, Greater Manchester, Yorkshire and places in between. Our main base is in London but we don't expect everyone to be there all the time. Currently, everyone is working from home and we are going to experiment with more flexible and decentralised office bases as COVID restrictions are relaxed.

SALARY

£35-42.5k

TYPE

Permanent contract

HOURS

37.5

HOLIDAY ENTITLEMENT

27 days holiday plus bank holidays. In addition, we close the office for three days between Christmas and New Year.

REPORTS TO

One of our Principal Innovation Consultants, depending in part on your interests and in part on our mix of current work.

BENEFITS

4% pension contribution
Pension salary exchange scheme
Life cover
Childcare voucher scheme
Cycle scheme
Flexible working

If you have any clarifying questions about the role, need the recruitment documents in a different format or would like to discuss any adjustments that would support you in the application process, please email us at contact@innovationunit.org and we'll do our best to help.

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Due to the nature of our work with children and vulnerable adults, Innovation Unit operates a Safer Recruitment policy. All offers of employment will be made on the condition of a DBS check being carried out and we will ask for two references

We look forward to hearing from you.

Application form

Please send completed forms to contact@innovationunit.org by midday Tuesday 20th April. We will aim to confirm receipt of application within 3 working days. Please note that we will be separating personal details and education history from the rest of the form to ensure that these don't influence shortlisting. Any questions or issues, please drop us an email.

Name
Email
Phone number
How did you hear about this role?
Work history

Education history - please include the name of the institution, dates of attendance and qualification achieved

Please explain how **your personal attributes** match what we are looking for (no more than 1 page, using font Calibri size 11)

Please explain how **your experiences** match what we are looking for (no more than 1 page, using font Calibri size 11)

Please explain how **your abilities, skills and knowledge** match what we are looking for (no more than 1 page, using font Calibri size 11)

What excites you about working at IU?

Thank you for applying for this role.

We'd be grateful if you'd also complete our anonymous [diversity survey](#) as part of your application - though please note this is not compulsory.