

INNOVATION UNIT

SENIOR INNOVATION CONSULTANT & INNOVATION CONSULTANT JOB DESCRIPTIONS

SUMMER 2019



New solutions
for thriving societies



www.innovationunit.org

OUR MISSION

WHO WE ARE

Innovation Unit is a social enterprise with a bold vision: we want a world where more people belong and contribute to thriving societies.

Our mission is to develop new solutions and create impact at scale. Through the way we work and the kinds of solutions we create, we help people and communities to thrive.

We hold a core belief in the power of innovation and the potential of people to make things happen. For us, innovation is driven by and liberates human potential, agency and collective action.



HUMAN POTENTIAL

the best that people
are capable of



AGENCY

their ability to create
change in their own lives



COLLECTIVE ACTION

when people come together
around common purpose and
are supported to create change
in communities, places or
across systems

ABOUT US

Innovation Unit is a not for profit social enterprise. We grow new solutions to complex social challenges and are committed to taking those solutions that work, to scale. We combine service design, research, strategy and change management expertise, with a disciplined, rigorous approach to innovation and a deep understanding of systems and system leadership.

Having started life as an Innovation Unit within the Department for Education, we now have over ten years experience working independently with ambitious leaders in organisations, systems and places around the world. Our clients range from local authorities and government departments, to charities and foundations. We currently work across five key areas of impact: healthy lives, mental health, early years, schools and learning, and children's social care.

Our 'brand' of innovation is based on a core belief about the power and potential of people to create change for the better in communities, places and across systems. For us, innovation is driven by and liberates all of the following: human potential (what people are capable of), agency (their ability to create change in their own lives) and collective action (the energy that comes from people acting together to solve problems and create solutions).



healthy high streets

Finding ideas from the high street to make healthy eating easier for children and families

A challenge on and around three London high streets in Haringey, Lambeth and Southwark

FINAL PROJECT REPORT, OCTOBER 2018

Funded by:

Delivered with:

ABOUT YOU

As a Senior Innovation Consultant or Innovation Consultant for Innovation Unit you will need to have direct experience of working in social change, whether in the public, private or voluntary sector.

You might have worked in a Local Authority or CCG as a practitioner, or in transformation and performance; in a consultancy, working with the public sector, or in a larger charity's innovation team.

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

- Mental health
- Children's social care
- Health and social care
- Education and learning

In addition 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 need people with strong skills in new business development, data literacy, critical analysis, and project management.

To succeed at Innovation Unit, you will need to be a 'people person' who loves communicating and building relationships with clients, partners and teams. This work is active, energetic and full of variety; it involves working with people leading and managing change, often in unfamiliar territory, at the edge of knowledge and outside of comfort zones.

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.

You will rarely be in the same place – hot desking at Innovation Unit's London office, 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.

If this appeals to you, and sounds like you, we want to hear from you...



DUTIES & RESPONSIBILITIES

As an Innovation Consultant, the purpose of your role is to:	As a Senior Innovation Consultant, the purpose of your role is to:
Lead and manage small-medium client projects (up to £50k in value)	Lead significant client projects (up to £200k in value)
Contribute to delivering medium-large projects as part of a bigger team (up to £200K)	Contribute to delivering larger more complex projects (up to £600k pa)
Help to win new business	Win new business, including independently identifying and leading on specific opportunities
External engagement and communications	Win new business, independently developing and maintaining great relationships with clients
Help the organisation improve	External engagement and communications with potential clients and system leaders
	Help the organisation improve



INNOVATION CONSULTANT JOB DESCRIPTION

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 projects (up to c£50k)

- Lead and manage small-medium 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
- 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

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

INNOVATION CONSULTANT JOB DESCRIPTION CONTINUED....

4. External engagement and communications

- Develop our collective thinking and knowledge about innovation and new solutions that contribute to a thriving society
- 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 solution

SENIOR INNOVATION CONSULTANT JOB DESCRIPTION

At **Senior Innovation Consultant level** the practical work we do spans across six main areas :

1. Leading significant client projects (up to £200k in value)

- Ensuring that the project is focussed on impact - clear on success criteria, outcomes, and how success will be measured
- Successfully managing relationships with clients at a senior level, managing complicated stakeholder relationships, and taking responsibility for our reputation
- Designing and planning projects with clients
- Delivering projects to time and budget
- Using judgement to adapt the project plan to respond to complex and evolving contexts
- Establishing and managing large teams (3-7 people) who can really do the work, work well together, and work efficiently
- Designing and facilitating high quality workshops and other large group activities with 30-50 people
- Generating insights and learning, and communicating these with clients, colleagues and external audiences
- Delivering high quality products for our clients
- Taking responsibility for Innovation Unit's methodology on the project, and using our formula for innovation and other organisational assets
- Collating evidence of the impact of our work, and communicating it publicly
- 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 larger more complex projects (up to £600k pa)

- Work as a member of the project team on large complex projects where the project lead is a Principal Innovation Consultant or Director
- Contribute to the development of project methodology and plan, and take responsibility for owning part of that methodology and plan
- Manage a workstrand and relevant team members as part of the bigger project
- designing and facilitating high quality workshops and other large group activities with 30-50 people, managing others to ensure their delivery
- Develop high quality products and content, and managing team members to deliver them
- 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

3. Winning new business, independently leading on specific opportunities

- Taking responsibility for specific business development opportunities
- Leading and managing a team of people working on the same opportunity, ensuring there is a plan and roles are clear
- Developing our messages, methodology and bid tactics
- Exploring winning partnerships in pursuit of opportunities
- Writing proposals and tenders for new projects that are on time and of high quality

SENIOR INNOVATION CONSULTANT JOB DESCRIPTION CONTINUED...

- Taking responsibility for budgets in proposals ensuring the proposal is deliverable and profitable
- Taking responsibility for interviews, presentations and 'pitches'
- Negotiating contracts, terms and budgets with clients that are commercially feasible for Innovation Unit
- Working with market leads to help deliver the business plan

4. Winning new business, independently developing and maintaining great relationships with clients

- Establishing and cultivating sustained relationships of trust with senior leaders from potential and existing client organisations
- Articulating the value and impact of our work to existing and potential clients
- Creating opportunities to deepen our impact through collaborations with clients
- Developing collaborations with partners who can help us win work
- Engaging with potential clients and innovators to build our understanding of the climate and system in which they operate

5. External engagement and communications

- Develop our collective thinking and knowledge about innovation and new solutions that contribute to a thriving society
- 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
- Engage with policy and policy makers to understand the future policy direction and political/economic context for our potential clients

6. Help the organisation improve

- Supporting the development of our team - providing constructive feedback, and sharing skills and knowledge with colleagues
- Understand and communicate clearly our vision, mission and core narrative
- Contribute to whole organisational processes including developing strategy, business planning, performance management, recruitment, office management
- Manage projects budgets in line with set financial targets and understand how it links to the whole organisation's financial picture
- Fully use our financial and project management systems and contribute to improving its function to better support projects
- Be mindful of organisational financial sustainability
- 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

ROLE DETAILS

LOCATION

Our office is in a bright, communal workspace in London Bridge, with an amazing shared roof terrace. We don't expect everyone to be in the office all the time; the role may involve some travel and we are open to staff working from home from time to time.

SALARY

Innovation Consultant: £35K - £42K pa

Senior Innovation Consultant: £45k - £62K pa

TYPE

Permanent contract

Additionally, we are interested in meeting new, freelance associates who can fulfil these roles*

HOURS

These are full time roles, but we'd be willing to discuss possible part time or other arrangements.

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

Childcare voucher scheme

Cycle scheme

Flexible working

HOW TO APPLY

If you have any clarifying questions about the role, please email us and we'll do our best to respond.

To apply for one of the roles, send your covering letter telling us why you'd like to join the Innovation Unit team, your interest in the role and the aspects of your experience relevant to the required criteria (no more than 1 side of A4). Please also tell us where you heard about the role. You also need to send an up to date CV with the details of two referees (no more than 3 sides A4).

DEADLINE

Please send your application to contact@innovationunit.org by **12pm (midday) on Monday 5th August.**

INTERVIEWS

Skype Interviews will be held for all shortlisted candidates by mutual arrangement from 12-31 August. Second round interviews will be held at our offices on 4 September.

We will let all applicants know whether they have been selected for interview, but due to the volume of applications received we will not be able to offer personal feedback on applications. Please note we do not refund travel expenses for interviews.

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.

We look forward to hearing from you.