

Welcome to Pilotlight

Operations Executive
Application Pack

January 2025

pilotlight



Thank you for your interest in working for Pilotlight

What a good choice!

We are a dynamic charity on a mission to facilitate and promote the sharing of professional skills to help charities help people most effectively.

We believe in a world that is fairer and more sustainable because charities, wider social enterprises and inclusive businesses have the skills that they need to tackle disadvantage.

Since 1996, we've helped over 1,000 charities ignite change that lasts, and we have ambitious plans for the future.



We'd love you to join our team.

A handwritten signature of Ed Mayo in blue ink.

Ed Mayo, CEO

Job Description



Operations Executive

Reporting to: Systems & Technology Manager

Location: Our beautiful main office is in Central London, located between Old Street and Moorgate, and we operate a Flexible Working Policy (up to 3 days/week can be home-based)

Starting Salary: £27-29,000/annum + excellent benefits

Contract Type: Full time, permanent

We have recently completed a reduced-hours working week trial and are currently analysing the results to determine the next steps.

Purpose of the role

The Operations Executive is a crucial role at Pilotlight, providing key administrative, logistical and data support to ensure the organisation runs efficiently and effectively.

You will be working across the different functions of the Operations team supporting all team members and also providing key support to the Delivery team on the smooth running of our programmes as well as providing flexible support to the wider organisation.

This is an exciting and varied role working across the organisation and requires someone who is a natural problem-solver, proactive with excellent communication skills and an eye for detail. For the right person, there is potential to develop and shape the role beyond its current scope over time.

Key areas of responsibility

In this role you will:

Support the operational running of the organisation by:

- Ensuring the smooth running of our London office, including liaising with external suppliers
- Carrying out financial administration, including the processing of invoices, expenses, and month-end reconciliations
- Supporting with HR administration, recruitment, new-starter inductions and leaver processes
- Assisting in collating internal and external data against set requirements as needed.
- Supporting in liaising with external IT support providers to manage day-to-day assets
- Supporting with the hosting of regular 'tech drop-in' sessions to assist internal staff with non-urgent technical queries
- Helping to develop and implement training materials and user documentation/guides for staff internally to support their work and general learning and development
- Supporting in the review, updating and communication of Pilotlight's internal policies and procedures

Key areas of responsibility (continued)

Support the delivery of Pilotlight's programmes by:

- coordinating with both internal and external stakeholders on logistics that might include diary management and coordinating key dates for programme delivery with both internal and external stakeholders
- providing technical support and troubleshooting for participants, managing breakout rooms and supporting main speaker content delivery during virtual events
- preparing and updating PowerPoint slide templates and other event collateral such as name tags, stationary, printed documents and other materials
- supporting event registration at in-person events
- gathering information from Partner Charities including logos, dietary and accessibility requirements, travel costs and other sources of information for large-scale events.

You will also be expected – as part of the wider Pilotlight team – to take on other ad hoc tasks as needed, especially during peak/busy periods.

Experience and Competencies

- Excellent written and verbal communication skills
- Detail-orientated and highly organised
- Ability to be flexible, multi-task and work well in a fast-moving environment
- Ability to proactively solve problems
- Proficient in the use of Microsoft 365 package including, but not limited to, Outlook, Word, Excel, PowerPoint. Skills and experience using a broad range of software and information communication technologies such as CRMs (Salesforce) is an advantage (we are prepared to fund external training where needed)
- A commitment to Pilotlight's mission, values, and Diversity, Equity, and Inclusion principles.



How to apply

Please visit the ["Applied" online portal](#) for details of how to apply.

You will be asked to provide some information about yourself and answer a number of questions (and it is the answers to the questions we are particularly interested in, rather than your CV).

If we feel your profile fits what we're looking for, we'll be in touch to invite you to interview.

Closing date for applications: Wednesday 12 February(23:59)

We will invite a shortlist of people to interview online during the week commencing 17 February (likely 18/19 February)

Second round interviews will take place in person at our Central London offices the week of 24 February.

Please note that we are reviewing applications on a rolling basis, so please get in touch straight away if you are interested in exploring this fantastic opportunity.

Pilotlight is committed to an equal opportunities policy.

If there are extra steps we can take to adapt the recruitment process to ensure that it is inclusive for you, [please let us know](#).

Applicants must have the right to work in the UK.

**We exist to amplify the impact
that charities, business and
individuals can bring to the world.**



Our story

"I wanted to bring new people to the table" is how Jane Tewson, a celebrated social entrepreneur, describes her decision to set up Pilotlight, formed and registered as a charity in 1996. It was, in ways, a similar spirit to her earlier achievement of co-founding Comic Relief. She set up Comic Relief to bring new money into the charity sector and she founded Pilotlight to bring new skills into the sector.

This core idea is still a compelling one - that those working to tackle poverty, for public gain, should have no less access to high quality professional skills than those who are wealthy and have the means to pay for them for private gain.

We are now a small organisation with a big impact. Our 26 members of staff work out of offices in London, Birmingham and Edinburgh.



Amplifying impact

We exist to amplify the impact that charities, business and individuals can bring to the world.

We do it by bringing charities together with business and business experts who can tackle the pressing issues charities are facing. We manage the relationship between them to maximise the impact they bring. We help individuals apply their expertise to those who need it, and to grow their own skills as part of a team of advisors.

We increase the impact of individuals by bringing them new experiences and learning. We increase the impact of business by exposing their talent to new situations and challenges. We increase the impact of charities by giving them the expertise and resources they need.

As a result, we amplify the good work that's done in the world.



Business as a force for good

We fundamentally believe that business can be a force for good in the world. Through our strategic partnerships with business, we amplify their potential to create a more inclusive and equitable world.

Our skilled-volunteering and experiential learning programmes develop employees whilst they give back to society. In the process, we achieve impressive results both for business and the charity sector.

By supporting 'for-impact' organisations in this way, employees hone existing skills, practice new ones and develop fresh perspectives, which they will bring back to their roles.

These experiences not only enrich day-to-day work but extend far beyond, creating a win:win:win: for employees, for business and society at large.



Morgan Stanley



BLACKROCK



Our impact

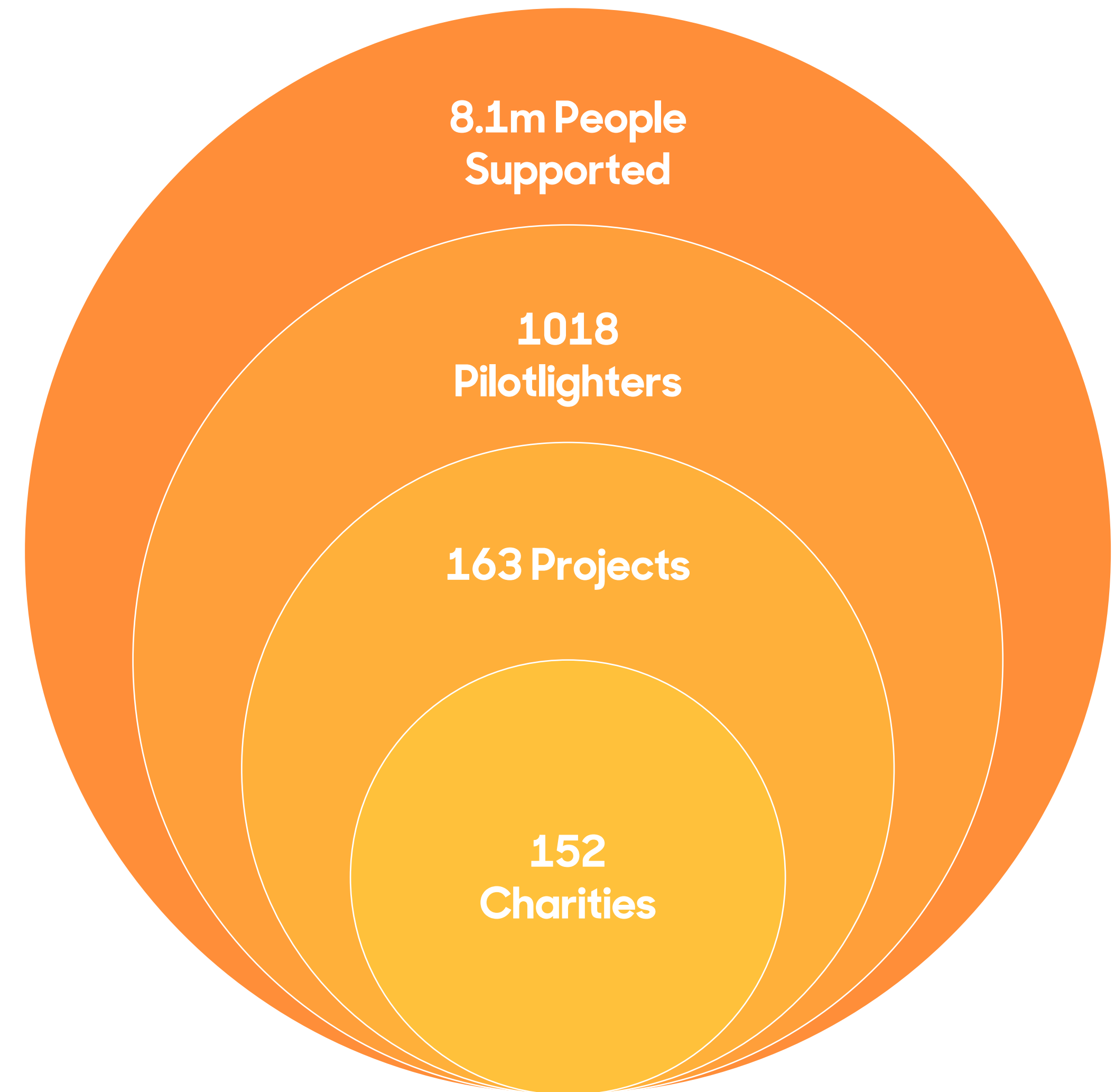
In 2023, Pilotlight worked on **163** projects, delivering support to **152** unique charities.

We partnered with leading businesses and 1,018 business experts, to help these charities amplify their impact and tackle disadvantage.

Together, these 152 charities were supporting over **8 million** people.

Since 1996, Pilotlight has delivered 1,261 projects to 1,026 charities, meeting our goal of working with 1,000 charities by 2024 two years early.

Two years after working with us, charities have, on average, increased their income by 43% and their reach by 22%.



How we do it



Our programmes

Our programmes are not one-size-fits-all solutions.

We have a range of programmes depending on the type of organisation we're working with and the situation they find themselves in.

Each programme sees a dedicated team of business experts - we call them Pilotlighters - come together to give them focused, individualised support, facilitated and coached by a Pilotlight Project Manager.

Our highly experienced Delivery Team are there every step of the way, so charities are totally supported while business and individuals know they are giving back more effectively.

We share some results from the programmes on the next few pages as an example of the kinds of results the programmes achieve.



Developing confidence and trust at board level

Croydon Mencap was established in 1952 to support local people with learning disabilities and their carers.

Alan Avis, CEO reached out to Pilotlight for help to define a development strategy and to develop the charity's Board.

Through Pilotlight 360, we gave Alan the tools he needed to be able to free up a deadlock at board level that was holding the charity back. Viewing a short-term deficit in the charity's reserves as an investment was key to changing attitudes to risk.

Two years since the programme, the staff team has grown, turnover has increased by 27.5% and the charity has merged with a smaller charity in danger of closing.

Read full case study [here](#).



"I see now that we reached out to Pilotlight we really reached out for permission to trust ourselves."

Alan Avis, CEO, Croydon Mencap

Finding a secure future for homeless people in Edinburgh

Rowan Alba supports some of the most vulnerable people affected by homelessness in Edinburgh. As a provider of supported accommodation, the charity's most significant challenge is securing good quality accommodation in Edinburgh. CEO Helen Carlin came to Pilotlight Direction to explore a suitable investment model to buy accommodation and attract new investors.

The Pilotlighters reviewed the viability of Helen's investment model, researched and scoped out risks, and helped to identify the charity's unique selling point.

Since the programme Helen has built on the Pilotlighters' recommendations.. She's established a community benefit society, which will purchase a property to provide long-term accommodation for former homeless people.

Read full case study [here](#).



"The process was very useful for me. I was led to question my assumptions around different possibilities for our future."

Helen Carlin, CEO & Founder, Rowan Alba

Growing services for Volunteer It Yourself

Volunteer It Yourself is a not-for-profit Community Interest Company working with young people aged 14-24 who are not in education, employment or training.

The charity came to Pilotlight Insight looking for support on the most effective way to expand its operations nationwide.

The Pilotlighter team produced an extensive 'process map' to help the charity. After careful analysis and evaluation, the team concluded that a hybrid approach would be the most effective.

This approach allows flexibility and supports growth across a broad set of funding partners nationally.

Read full case study [here](#).



"The input we have received from the Pilotlighters has been invaluable. It's helped guide our thinking at such a critical time for us."

Tim Reading, CEO, Volunteer It Yourself

What is it like to work at Pilotlight?



Our culture

We have a wonderful workplace culture, proven by the results of our Staff Survey, which is anonymous and independently run.

- **96%** of staff say they are proud to work for Pilotlight
- **96%** of staff say they are motivated by what Pilotlight wants to achieve as an organisation
- **96%** of staff say they feel like they're making a difference
- **92%** of staff say that we treat each other with fairness and respect
- **92%** recommend Pilotlight as an employer
- **80%** agree that we do a good job in promoting equality and diversity.

Our values

Our values and behaviours guide the way we work both as a team, and with our Partner Charities and Businesses.

Our values are:

- We bring people together
- We believe in potential
- We expect the best.

Our behaviours are:

- Welcoming – we are friendly, inclusive and supportive
- Collaborative – we are able to achieve more by being diverse and working together
- Nurturing – we build strengths in ourselves and others and support others to do more
- Open – we are flexible and entrepreneurial, embracing change
- Inspiring – we encourage people to raise their sights and ambitions
- Tenacious – we persevere, pursuing our goals with method, rigour and determination.

Flourishing at Pilotlight

We are a professional, talented, and friendly team, always striving to learn and grow. Each member of staff has the opportunity to be involved in all aspects of our work. We take pride in our work and our organisation, and we have big ambitions.

We offer a great learning environment, with training and development opportunities, as well as a flexible approach to work, supporting our staff team to be able to carry out their roles in the way that works best for them and us. We offer a generous holiday allowance, and other benefits such as enhanced pension provision, maternity/paternity/adoption/shared parental leave and pay and other perks through Perkbox.



Our commitment to Diversity, Equity & Inclusion

As a charity founded to make a better world, we share the common goal of tackling social disadvantage in all its guises. As a community of purpose, we strive to create ripples of positive impact every day. Over the last two years staff and trustees have been developing our commitment to Diversity, Equity and Inclusion.

In 2021 we were pleased to release our [Diversity, Equity & Inclusion Action Plan](#) which we most recently updated in December 2022. How we came to this plan, and how we'll be taking it forward is outlined by our accompanying [blog](#).

We are a committed member of Inclusive Employers and recently gained silver status in the Inclusive Employers Standard accreditation.

We are particularly interested in candidates from underrepresented backgrounds.



Good luck with your application!

If you have any queries about the position,
please contact Emily Snape on:

esnape@pilotlight.org.uk.

Pilotlight

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Scottish Charity No. SC038844