

# THREEHANDS

## Recruitment: Senior Manager

May 2018

### THREE HANDS

At Three Hands we believe in creating business value and social value hand in hand. We're a small enterprise helping big businesses to play a positive role in society, in the way they develop their people, work with communities and develop products and services. We work with businesses including Nationwide Building Society, British Gas, Prudential, Sky, Tata Consultancy Services, Balfour Beatty and Network Rail.

It is not just corporates that we work with. The solutions we devise for business involve practical, real-life projects and programmes that benefit non-profit organisations, from local grass-roots groups to major charities. In the process we plug businesses into the social issues that matter to them, their employees and their customers.

### THE ROLE

We are now recruiting a Senior Manager whose role will be focused on developing relationships with businesses, managing those relationships and programme delivery. At Three Hands we typically combine these functions in order to provide clients with consistency and seamless quality of experience. We are now seeking a talented individual who has the experience and ability to excel in the following:

#### Business development

- Developing new relationships and partnerships with businesses with a view to creating new revenue streams;
- Networking and profile-building for Three Hands;
- Seeking out opportunities to engage prospective business partners in any one of our three areas of work;
- Setting up and leading business development meetings with prospective business partners;
- Writing creative and compelling business development proposals.

#### Client management

- Understanding client needs in order to creatively design great projects and programmes that deliver equal measures of business impact and social impact;
- Account management – being the main point of contact for clients, keeping them updated, and – when appropriate – providing healthy influence and challenge;
- Client development, by which we mean not only maintaining client relationships, but growing them, looking for new opportunities to work together and achieve greater outcomes, in terms of business value and social value.



### **Delivery and delivery team management**

- Taking on elements of delivery responsibilities (such as charity research), particularly in the early stages of your employment in order to become familiar with our work and when workloads are high;
- Facilitation of projects and programmes;
- Line managing our two dedicated project managers to ensure a high quality of project/programme delivery at all stages, including measurement & evaluation, for businesses and non-profit partners alike;
- Having oversight of, and forecasting, overall workloads and allocating projects amongst the team accordingly.

In addition, as a member of a small team who will need to become familiar with all aspects of our work and build client relationships over time, the role will also involve contributing to the strategic thinking needed to run a growing business, support with marketing initiatives such as developing website content and helping to deliver the annual Three Hands forum, as well as all of the general mucking in that is part of being in a small team!

Once fully established you will spend 40% to 50% of your time on business development, 40% on client management and delivery and the remaining 10% - 20% on other areas such as marketing and strategy.

You will receive significant support from the existing team and particularly from the two directors who have main responsibility for business development and overseeing client delivery. We work collaboratively and rarely engage in business development situations and client delivery on an individual basis.

This is all in the context of Three Hands' approach to business development and client management, which is focused on building relationships over the long-term. We take pride in being commercial and socially minded in equal measures; in being patient in looking for opportunities; and taking on work that suits our skills and our values.

Finally, the right candidate will have the potential to rise to director level, which involves strategic leadership and long term planning, amongst other leadership responsibilities.



## **SKILLS, CAPABILITIES AND EXPERIENCE**

This is an opportunity for someone who has already built up valuable experience in relevant areas – with perhaps five to ten years of relevant work behind them – and who is ready to make a jump and demonstrate their initiative and talent in what is a pivotal role in a small organisation.

You will understand and have experience of all or some of the following areas:

- Corporate responsibility (including community engagement, sustainability, social impact);
- Employee engagement from CSR activities;
- Learning & development, with a focus on developing soft skills through experiential learning at all levels, from graduates to leaders);
- Customer insight, innovation and product development.

You will have some experience of – and plenty of appetite for – business development but you will also have generalist skills that allow you to be flexible and agile depending on current business demands.

You will be comfortable in networking situations and you will enjoy building rapport and developing relationships, for the purposes of both business development and client management.

You will have excellent communications skills – one to one, in groups, on the phone and written.

Your skills in questioning and listening will be second to none. We devise tailored projects and programmes, meaning that building an understanding of client needs and objectives is fundamental. Related to this, you will have the ability to interpret and understand client needs and use that understanding to help shape solutions.

You will be commercially minded but will always have the long-term sustainability of relationships at front of mind.

You may or may not have line management experience; if not, you will be ready to make that jump.

You will have excellent organisational skills, with proven project management skills and the ability needed to juggle multiple projects and business development situations.

## **WORKING AT THREE HANDS**

We have a core team of five people, as well as a 2018 summer intern, and a further six associate team members who support us on a regular basis. Working here is all about:

- A clear set of values based around our beliefs about the role of business in society and the desire for meaning and purpose at work;



- Variety and dynamism – from meetings with grass roots charities to senior executives, from business development to facilitation, variety is standard;
- Trust, respect and support – in a team survey, these were the characteristics that team members said best reflected our way of working;
- Initiative – it's a flat team structure and we don't adhere to directive management styles, meaning that the initiative of individuals counts for a great deal;
- Great relationships – we get on well with our clients, first and foremost because we deliver great work for them but also because we cherish healthy and long-term relationships;
- Enjoyment – we have fun and aim to achieve a sensible work life balance.

We view the 'intangible benefits' of life at Three Hands as working in a values-led environment, making a positive impact in society as well as business, and being entrusted to work independently in the context of a small team. Your values will allow you to thrive in this environment.

### **REMUNERATION AND OTHER DETAILS**

Remuneration will be circa £40,000. This is a full-time role.

Other details are as follows:

- Location will be Three Hands' London office near Elephant & Castle, London. Established team members have the opportunity to work from home at regular intervals, when appropriate. Whilst much of our work takes place in and around London, travel around the UK is not unusual. Overseas travel is extremely rare.
- Team members are entitled to 25 days holiday per year, not including the period between Christmas and New Year when the office is closed.
- The successful candidate will be entitled to join the company pension scheme after three months of employment and to take part in the profit sharing scheme as of the second financial year of their employment.
- The successful candidate must be eligible to work in the UK.

### **APPLICATION PROCESS**

To apply please email your CV and a cover letter of no more than 500 words and one side of A4 telling us a bit about yourself to Jan Levy, Managing Director ([jan@threehands.co.uk](mailto:jan@threehands.co.uk)), by midday on Monday 21<sup>st</sup> May. First interviews will take during the week of 4<sup>th</sup> June, with second interviews for shortlisted candidates the following week.