

The Rank Foundation
Maternity Cover
Digital Hub Manager



Information Pack

February 2023

Contents

Thank you for your interest in the post of **Digital Hub Manager** at the Rank Foundation. This is a maternity cover role offered on a part-time basis and for 12 months. We welcome applicants seeking part-time employment, those who are freelance and those seeking secondment opportunities.

In this Information Pack, you will find the following documents:

- Letter to applicants from Caroline Broadhurst, Deputy Chief Executive
- Job description, person specification
- How to apply and recruitment timetable

The job description describes the main responsibilities of the post; the person specification relates directly to the job description and is a list of the skills and experience that we consider necessary for the post. Please read these documents carefully. The applicants who fit the person specification most closely will be shortlisted for interview so please make sure you tell us everything relevant to your application in your CV and covering letter.

The Rank Foundation is committed to a policy of equal opportunities, and we ensure that all applicants are treated fairly and equally.



Dear Applicant,

Thank you for your interest in the maternity cover position of Digital Hub Manager based at our Shoreditch Office, London.

The Rank Foundation is a U.K. based charitable foundation that operates a model of 'engaged philanthropy'. It works with charities and social enterprises and fosters a culture that promotes innovation and enterprise and encourages leadership in the social sector. The Foundation takes a pro-active approach to identifying leaders and organisations through the work of a small, dedicated field executive team. In addition to grantmaking, the Rank Foundation is an operating foundation and creates and delivers its own flagship programmes including Valuing Place (in Hull, Dundee and Plymouth), the Time to Shine Leadership Programme, Leadership Award Holders and Education Programme, the Rank Fellowship, the Rank Aspire Programme and RankNet, the network for social sector leaders in the U.K.

About RankNet

"RankNet is both a network and a movement that provides opportunities for those working in the Third Sector to deliver positive social change" – RankNet member

The RankNet community is supported by a digital platform, the online communication tool between the Rank Foundation and the broader networks of individuals, charities, social enterprises, and funding partners that fit within and contribute to our strategy and themes. There are currently circa 1000 members signed up to the platform, a dynamic community within the social sector. After 6 years of success and in consultation with RankNet members, 2023 will see the development of a new platform and web app, designed and implemented by Hivebrite.

The Digital Hub Manager is a maternity cover role to lead on the project management of our new digital development and to support and nurture the online community. The position is offered on a part-time basis and for 12 months (May 2024). The successful applicant will be based at our office in Shoreditch, London and with the option for working from home on a Friday.

As the Digital Hub Manager, you will be part of a team based in London as well as a dedicated, small UK wide team. You will need to be able to work collaboratively, bring a track record of achievement and will be aligned with our core values; sharing our passion to deliver engaged philanthropy in an enterprising and empowering way.

I hope our Information Pack inspires you to pursue your application. If you want to know more about the role, please email recruitment@rankfoundation.com. For further information please visit the website at www.rankfoundation.com. If you feel you may require additional assistance during the recruitment process please do let us know.

I very much look forward to meeting you.

Caroline Broadhurst
Deputy CEO

ROLE PROFILE – Maternity Cover: Digital Hub Manager

Job Title	Digital Hub Manager, maternity cover
Job Reports To	Director of Programmes
Dimensions of role	Part-time, 21 hours per week and on a 12-month basis. The post-holder will be based at our office in Shoreditch, London with potential for WFH on a Friday. Post ending in May 2024.
Salary	£34-36K per annum/pro rata
Business Unit/ Department	Administrative
Date Completed	February 2023
Purpose Statement	<p>The postholder is responsible for growing the organisations net engagement through the RankNet Digital Hub, as set out in the Foundations strategy.</p> <p>This involves creating an accessible, safe, and dynamic digital space for members of RankNet to engage with. As a gateway to RankNet, the digital hub should embody the values, principles and opportunities aligned to the Foundation’s distinct approach.</p> <p>Engaging with stakeholders, continuous learning and development of the digital hub and creating good and consistent content are key features of the role. Analysing usage data, facilitating conversations, managing projects and campaigns, and measuring success also feature.</p> <p>Act as a positive ambassador for the Foundation with external stakeholders and a role model employee.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Lead on the digital development of the RankNet Digital Hub, in line with the Foundations strategy. • Grow the Digital Hub membership, ensuring the content, ease of use, resources and opportunities provide a desirable gateway to further engagement. • Maintain a consistent brand voice for the Foundation which is in line with the strategy and ethos. • Create exciting content and opportunities to engage and grow the community. • Work with the Foundation’s Grants and Events teams to ensure innovative approaches to engagement and a positive experience for members. • Keep up to date with new and emerging developments in Digital Community spaces, ensure the Foundation remains at the cutting edge of digital engagement. • Lead and manage the relationships with external contractors such as platform and App developers.

	<ul style="list-style-type: none"> Proactively communicate with all stakeholders to identify content and ensure effective and varied messaging across the digital hub, staying committed to the principles of Diversity, Equity and Inclusion. Ensure that the Digital Hub is compliant with related governance and UK general data protection regulations. Use tools to analyse the performance of the Digital Hub and produce quarterly impact reports to the Foundation's executive team. Manage complaints, compliments and comments from Digital Hub users. Support Executives with adhoc assignments and events as required. 	
Dimensions of Role	Part time, 21 hours per week Office based, Shoreditch, London	
Working Relationships	<ul style="list-style-type: none"> With the Executive & Administrative team With Comms Consultant With the Chairman, respective Chair's and board / committee members With CTVC and other Rank interested parties With those we support, within the Rank network With contractors such as Hivebrite 	
Skills, Knowledge & Expertise		
Knowledge Qualifications & Experience	<ul style="list-style-type: none"> A passion for all things social Digital community management experience, ideally within the social sector Digital project management experience An understanding of digital communities and an ability to engage, develop and improve the experience for users Applicants must have exceptional written skills and a keen eye for detail Experience of copy writing and proof reading Experienced in utilising infographics to articulate data and promote brand A desirable qualification in marketing, comms, or digital management Familiarity with Salesforce desirable 	
Essential Skills/ Abilities	<ul style="list-style-type: none"> Confident in using a range of social media platforms Able to communicate concepts succinctly and effectively, with excellent written English Leadership of digital developments Creative; willing to propose, explore and develop new ways to maximise the Foundations RankNet community Analytical, very familiar with social media metrics and their analysis Competent in Microsoft Office Exceptionally organised and able to prioritise effectively A fast learner with strong attention to detail Experienced in data processing and reporting 	
Key Leadership Behaviours		
Heading	What do we mean	Leaders of Self
Team Work	Promote an environment with a strong mission focus,	<ul style="list-style-type: none"> Seek help from others when needed

	a sense of unity, common purpose and mutual support	<ul style="list-style-type: none"> • Offer help and support when capacity / demand allows • Adopt a 'can do' attitude with regards to organisational need: what needs to be done and can I help?
Stronger Together	Create and sustain an open, collaborative environment, harnessing the collective strength of the foundation to achieve as much as we can: raise the bar and reach new heights.	<ul style="list-style-type: none"> • Adapt my behaviour to be more effective with different people? • Think: how can I help to improve what I do and how I do it? • Contribute ideas, thoughts and suggestions on positive improvements • Be sensitive to the needs of others
Be Professional	The Rank Foundation should strive to act as thoroughly professional in all aspects of what we do: internally and externally	<ul style="list-style-type: none"> • Be mindful of the welfare issues and needs of others • Take responsibility for your work, ensuring attention to detail • Be consistent, be punctual, be timely
Leadership & Enterprise	Be mindful of Rank's current strategy in all that we do.	<ul style="list-style-type: none"> • Can I take a more leading role in developing my work in support of the foundation? • How can we improve what we do and how we support our organisations?
Distinctive & Transparent	Recognise and value Rank's distinctive approach, to share our experiences, successes and failures in an open and productive way	<ul style="list-style-type: none"> • Be open and honest with colleagues and those we support • Communicate clearly: with care and consistency.
Proud of our past, focused on the future	Value the strong family ethos that has shaped our past but remain firmly focused on current and future challenges, adapting to meet the changing needs of society, proud of what we do and how we do it.	<ul style="list-style-type: none"> • Be flexible. Recognise and value the fact that 'needs' change and embrace the opportunities this presents • Be dynamic. Challenge convention: try to think differently about what you do and how you do it. • Be professional: maintain the highest of standards
Demonstrate our social ethos & seek to add value through knowledge & networks	Learn and Share. Communicate better, within the organisation and beyond. Seek to harness the power of a growing network: to enrich, enable and inspire. Demonstrate our passion and authenticity with regard to key and relevant social issues.	<ul style="list-style-type: none"> • What aspects of my work could help or assist with RankNet? • How can I contribute by adding value to our work? • Can I do more to better understand our work and our role in supporting organisations to fulfil their mission.
Seeks to increase impact through our	Value partnerships and collaboration. Practice what we preach, both internally and externally.	<ul style="list-style-type: none"> • Do I understand my role in the wider organisational plan? If not, seek clarity or further guidance. • Keep my colleagues informed as to progress on key issues, projects or concerns as they arise.

engaged approach	Help to develop our 'engaged approach'. Ask the question: does this add value to our work? If so, how? If not, why not?	
Be yourself – maximise your contribution	Understand and value your role in the organisation: how can you contribute to mission success with your individual passion, knowledge and commitment? How can we help you to do this better?	<ul style="list-style-type: none"> • What do I need to do to improve my performance? • What do I need to be more effective in my current post? • What can I do more to help Rank achieve its mission?



How to apply and recruitment timetable

If you would like to apply, please send your **CV together with a supporting statement no longer than 2 sides of A4** that clearly demonstrates how you meet the knowledge, skills, and experience requirements of the role to **recruitment@rankfoundation.com**. We are open to all applicants including freelance workers and those seeking secondment opportunities.

The important dates for you to note in the recruitment timetable are highlighted below for your diary.

Closing date for applications: Monday 13th March 2023, 1pm

Interviews: Tuesday 21st March, London

May we take this opportunity to thank you for your interest in the Rank Foundation and for your time in considering applying to work with us.