

# Unlocked

# JOB DESCRIPTION

## Ambassador Network Manager

### March 2022

# AMBASSADOR NETWORK MANAGER

<b>Reports to</b>	Director of Ventures
<b>Closing date</b>	13th April, midday
<b>Salary</b>	£42,000 - £47,000 dependent on experience
<b>Hours</b>	Full time
<b>Location</b>	London, NW1 2DX (office based / hybrid)
<b>Start date</b>	ASAP
<b>Contract</b>	Permanent

## About us

Thank you for your interest in Unlocked Graduates, and the role of Ambassador Network Manager.

Unlocked Graduates exists to break cycles of reoffending, with particular focus on breaking the link between disadvantage and reoffending. Currently prison is not a place which successfully does this: the average prisoner has 16 previous convictions and 48 percent of prisoners reoffend within a year of release. This is the problem which Unlocked Graduates exists to fix.

Prison officers are the agent of change for many prisoners. Of all the staff in prisons, they spend the most time with prisoners, they set the prevailing culture in prison, and we know that the most effective prison officers have a hugely positive impact on prisoners. Unlocked Graduates develops outstanding individuals to lead rehabilitation, and in doing so raises the status of the prison officer and makes the frontline of prisons a place where cycles of reoffending can be broken. So far we have successfully recruited, trained and placed over 500 excellent graduates into prisons across the country. We are listed in the Times Top 100 Graduate programmes and feedback on our participants has been extremely positive: they are doing a great job.

## Our mission

The mission of Unlocked Graduates is to break cycles of re-offending by developing outstanding individuals to lead rehabilitation in prisons and throughout society.

## The role

This is a new role with the opportunity to influence the design and own the implementation of a full ambassador network strategy for a small but growing cohort of exceptional alumni. They have powerful shared experience, deeply held shared values, and a shared commitment to furthering our mission. The stage is set, and the cast are willing.

We are soon to welcome our fourth cohort of ambassadors into our network. We have strong levels of engagement across the network and have maintained positive and mutually beneficial relationships through informal opportunities, involving our ambassadors in our programme, and supporting them wherever we are able. We have now made a significant strategic commitment to developing and investing in a purposeful ambassador network that creates opportunities for new connections to form and old ones to evolve, that empowers our network to thrive in their careers, and that stimulates collaboration and cooperation within the sector.

The first stage of how we will go about this is consulting directly with ambassadors. You will be required to form and nurture relationships across our network throughout this role, and this will begin with your involvement and organisation of an inclusive and explorative consultation process to learn how we can best support our network.

Following consultation, you will be supported in creating an implementation plan that will include a core network offer that we deliver ourselves, a community organising approach to developing diverse groups within our network, the support offer they need to do this effectively, and a structured community management plan.

For the first iteration of our core network offer you will have responsibility for delivery and evaluation, and making changes and improvements accordingly; we are comfortable knowing we won't get everything right straight away, but shall attempt to nonetheless. The offer is likely to include an annual gala, a mentoring programme, regular virtual networking, and an open fund. All of which is open to adaptation.

You will be responsible for engaging the network, communicating the new community led offer, and supporting the emergent groups to form, establish themselves, and work productively towards their objectives. This will be a significant new development for our network and we will move forward confidently and briskly.

Joining at the inception of the formal phase of life for our community will give you the potential to shape this network and contribute significantly to its strategic development and practical impact. Accordingly, you will need to be comfortable in, or happy to learn about, all general elements of network management.

This role will suit an experienced network or alumni manager with a pragmatic approach, an entrepreneurial mindset, and the ambition to use their experience to build something magnificent.

## Key accountabilities

### Network Management

- Maintaining good relationships across our network through timely and engaging communications, and reliable and meaningful response to enquiries
- Collating and sharing volunteer opportunities for ambassadors across the Unlocked training programme
- Set-up relevant groups, forums, and profiles on an extant appropriate professional networking platform to give the network a virtual infrastructure
- Informing our strategy and programming through the maintenance of accurate and insightful data across the network
- Ensuring the network is inclusive and accessible to all groups, and opportunity exists for minority groups to establish

### Programme and Support Delivery

- Delivery and development of our core network offer
- Inaugural Ambassador Gala to be planned and executed to raucous applause
- Enable and empower ambassadors to design and deliver activities through the network and a simple system to provide due diligence
- Develop the community support offer and build the necessary toolkits, processes, and content, progressing its efficacy through testing and feedback

### Community Growth and Development

- Launch, support and coach our priority communities within the network
- Encourage other communities to establish and provide support for them to grow and become productive
- Define ambassador roles and recruit energised volunteers inclusively
- Nurture an empowering culture where ambassadors take ownership and leadership of their communities
- Constantly review and evolve our support package for communities so that it is useful, efficient, and facilitative without diluting responsibility

### Strategic Development

Given that this will be a largely new endeavour, it is vital that this role has accountability for evaluating and learning from everything we deliver, with the purpose being improvement and strategic development. This will ensure good ideas have space to breathe, unsuccessful ideas can be usefully analysed, and that we continue to deliver tangible value as our network matures, our numbers grow, and our horizons widen.

## Person specification

### Knowledge and experience

- Significant demonstrable experience in the management of communities or networks, delivering results against clear, if adaptable, objectives
- An understanding of community-organising models and ideally experience in supporting and growing them
- Experience of and interest in evolving a network either in its infancy or a period of significant change would bring useful perspective
- Ability to plan and run events that deliver a great impact be they focused professional workshops or a fundraising egg and spoon race
- Highly organised and reliable with experience of managing multiple projects or deadlines
- Computer literate, especially in the use of Microsoft, ideally some experience of working with Salesforce, and a working knowledge of LinkedIn
- An understanding of or interest in the criminal justice system and/or similar graduate recruitment programmes would be beneficial but it is a fascinating learning curve to run up

### Characteristics and skills

- Experimental and reflective. You learn by doing, take pride in the quality of what you deliver, and welcome working out how to do it better next time
- Confident owning projects through to completion; pragmatic with entrepreneurial spirit; take initiative gladly whilst asking for help when it is needed
- Confident and creative communicator, comfortable engaging different stakeholders through a range of channels with varying tone but consistent messaging
- Strong interpersonal skills, with the ability to build strong relationships internally and externally and with very different groups of people
- Happy hosting, introducing, and facilitating in-person events
- Methodical, organised and able to work across multiple workstreams simultaneously with a high level of attention to detail
- Very hands on; as part of a small team with a broad remit there will be a wide range of ad hoc tasks that just need doing, sometimes independently and often together as a team
- High levels of resilience and confidence in building something new and the uncertainty that goes with it
- Strong belief and enthusiasm for Unlocked Graduates' aims and mission.

### Other requirements

- Right to work in the UK.
- Willingness to travel occasionally within the UK
- The nature of the role means event attendance will often be necessary in evenings and occasionally at weekends

## Diversity and inclusion

The communities that we exist to serve are diverse, and to thrive in our work towards our mission, we must be too. We believe that diversity simply makes for a stronger team. We therefore aim to create a workplace that is welcoming for all, inclusive of ethnicity, disability, age, religious belief, marital status, pregnancy, sexuality or gender.

Currently our team is too homogenous, particularly when it comes to ethnicity. We are therefore actively seeking applicants from Black, Asian and ethnic minority backgrounds for this role.

We are also keen to see more applications from people who have been in prison.

To remove bias where possible, we blind assess candidates for interview based on their relevant skills, qualifications, or experience.

## To make an application

To apply, please follow this [link](#) where you will need to fill in a short application form and upload a CV. The first stage of our application is through Be Applied. This allows us to blind screen all applicants in order to best identify who will get through to interview. CVs only used as background for the interview stage.

If you would like to have an informal and confidential discussion about the role or about the process, please contact [will.evans@unlockedgrads.org.uk](mailto:will.evans@unlockedgrads.org.uk).

The deadline for applications is **midday on Wednesday 13th April**.

For more information about Unlocked Graduates please visit our website.

## WHY WORK FOR UNLOCKED?

First and foremost, Unlocked offers the satisfaction of working for a high performing and exciting organisation which is actively making an impact on one of the most challenging social justice issues which exists in our society today.

We want Unlocked to be a great place to work. What we are doing is difficult. We have high levels of challenge, and to make sure we achieve what we need to, we need excellent people who will welcome the opportunity to become brilliant at what they can offer the organisation as well as come up with great ideas to make us better. Because our organisation is small, the scope of work is comparatively large compared to most similar organisations. This means you will have more opportunities and get more senior experience than in a bigger organisation.

These demands also mean we want to offer higher levels of support. With that in mind, all employees at Unlocked are offered the following core package of benefits.

Holiday	<b>27 days annual leave</b> plus (by CEO discretion) office typically closes from 25 December to 1 January
Pension	We offer <b>10 percent employer contribution</b> even if you make no employee contribution. You can also opt to pay more by salary sacrifice if you wish.
Flexibility	Fully <b>agile working</b> policy – our team can work when and where works best to deliver the requirements of their role.
Wellbeing	<b>Employee Assistance Programme:</b> monthly employee coaching from Sanctus, and a team of Mental Health First Aiders on our staff.
Health	<b>Gym membership:</b> discounted gym and fitness membership through Gympass. You can also opt to reduce the employer pension contributions to nine percent in exchange for a £30 a month gym membership subsidy. Cycle to work scheme
Development	We want all of our team to understand our mission and the challenges facing prison officers. You will have opportunities to <b>attend study days</b> with our participants and <b>visit prisons</b> to really understand our work.  We believe in <b>supporting people to develop the skills they need to be excellent</b> – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions.
Volunteering	<b>Want to volunteer</b> as a trustee or in some other capacity for a mission-aligned organisation? We support our team to take on these commitments without taking annual leave.
Our staff also tell us they like	Modern and professional <b>centrally located offices</b> in London, Manchester and Birmingham including perks like free coffee and fruit deliveries.  For staff <b>working at home</b> we support them to create a workspace and provide technology that enable them to work effectively.  Regular opportunities to <b>get together as a whole staff</b> and in your team, including away days, social events and other <b>development events</b> .