



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Head of Programme

Department/Division: Marshall Impact Accelerator
Accountable to: Accelerator Director

Job Summary

- The role involves responsibility for full creation, design, and oversight of a first-of-its-kind and world-class venture acceleration programme for social enterprises run through the Impact Accelerator bi-annually (twice per year).
- The post holder will lead the build out of all aspects of the accelerator programme, from mapping the customer (social enterprise) journey to world-class content delivery - working with other members of the Accelerator team to guarantee a high-quality experience from programme enrolment through to completion.
- The role will involve creating, leading, and managing a world-class structured accelerator programme responsive to the needs of social enterprises, developing partnerships, as well as representing and pitching the Accelerator to senior colleagues and other stakeholders both within the School and externally. There will also be involvement in admissions and recruitment, portfolio (alumni) support, and communications and marketing, in conjunction with other members of the Accelerator team.
- The post holder will bring best-in-class Accelerator design and delivery service to build the programme in order to meet School and stakeholder expectations of this intensive programme.
- The role will involve line management of the Programme Manager.
- Some flexible working outside of the standard office hours, for example evenings and weekends, will be required on occasion.

About the Marshall Impact Accelerator

Established in 2022, the Impact Accelerator identifies, invests in, and accelerates the most promising social enterprises that are addressing the world's most pressing social problems. Based in the London School of Economics and anchored with a £50 million philanthropic gift, the Impact Accelerator aims to leverage the research within the LSE to identify critical gaps and levers within pressing social sectors, and then find social enterprises with solutions to those problems.

Uniquely, the Impact Accelerator aims to be for the social sector what Y-Combinator -- a top tier venture Accelerator known for producing financial unicorns -- is to the private sector. The aim is to create 'impact



unicorns' - organisations creating positive impact on the scale of billions. This will only be achieved by pairing social enterprises not only with philanthropically-backed capital and LSE's research, but also with connections to world leaders, policy practitioners, and decision makers who can help redefine how social enterprises think about scale and impact.

Duties and Responsibilities

Programme Design and Delivery Responsibilities:

- To create, design, build, and lead a world-class Accelerator programme, providing social enterprises with structured programming akin to programming that exists for private sector Accelerators.
- To build internal and external partnerships to ensure the full delivery of professional support throughout the programme, and to be proactive in the development of programme support.
- To lead and manage all aspects of programme delivery from enrolment to 'exit', for the social enterprise acceleration programme.
- To identify desired Key Performance Indicators from social enterprises and work closely with other team members to track performance during the accelerator programme.
- To negotiate contracts with any external content delivery partners required to assist social enterprises in meeting their aims.
- To lead logistics of enterprises' arrivals on-site for any in-person convenings for programme sessions, where required.
- To uphold a strong commitment to diversity, inclusivity, and accessibility features considered during programme delivery.
- To demonstrate the ability to gather feedback from social enterprises and iterate on programme design and delivery on a twice-annual basis to continually improve the Accelerator programme.
- To ensure that any programme design changes are approved through the appropriate procedures and feedback cycles from social enterprises, in conjunction with relevant School committees if necessary.
- To lead the delivery of all content in the Accelerator programme - including from internal LSE stakeholders as well as external third-party contracted support
- To guide and offer pastoral care to cohort enterprises and in some cases, where standard procedures do not always exist.
- Oversee the provision, production and delivery of welcome and programme materials to participating social enterprises in a timely manner and within budget.
- To lead conversations and negotiations with LSE faculty involved in delivering the programme, in conjunction with the Accelerator Manager, Head of External Relations, and the Accelerator Director.
- To oversee the management of the programme timetable and scheduling.
- To provide expertise and a professional support service to all faculty and external programming providers during the programme, including mediating cohort enterprise questions.
- To design and lead cohort enterprise evaluations, collate results from surveys and create an Exit Survey so feedback can be gathered upon completion of the programme.
- To manage any contracted help and student helpers/stewards as required.
- To collaborate with the Accelerator Manager and Head of Impact Investments on identifying future topic areas for social enterprise cohorts.

Programme Development:



- To have full responsibility for the achievement of core objectives for the programme within the context of the Marshall Impact Accelerator's strategic business plan.
- To design and lead the annual review of the programme, collating feedback and presenting and implementing proposals for programme improvements.
- To proactively lead the on-going development of the programme.
- To provide high-touch support to the Head of External Relations in implementing an alumni programme and activities.

Marketing and Admissions Responsibilities:

- To contribute proactively to an effective marketing strategy in conjunction with the Marshall Impact Accelerator Communications and Events Officer.
- To support and take part in promotional events involving senior managers and other internal and external stakeholders at the highest levels.
- To promote the programme to external contacts and organisations and develop potential relationships.

External Relations:

- To identify, pursue, build scopes of work, and negotiate opportunities for effective high-quality programming with external companies and delivery partners – such as digital and technology tools for social enterprises, professional coaching for entrepreneurs, and partnership creation modules, to name a few.
- To deputise for the senior Marshall Impact Accelerator leadership team in a range of internal and external settings, to enhance and increase awareness of the programme to a wide range of stakeholders.

Customer Service Responsibilities:

- To create, design, and deliver a tailored customer service to the cohort enterprises, taking into account their specialised nature and profile as social enterprises.
- To act as the main contact for the programme both internally and externally and liaise and network with both external suppliers and various departments within LSE.
- To lead all relations – with decision making rights and responsibilities – between the cohort enterprises, academic faculty, and external programming delivery companies at all times.
- To ensure there is continual consistency, iteration, and a high level of service provided throughout the cohort enterprise experience.
- To provide accurate information to the cohort enterprise community, within the Accelerator, and across LSE.

Financial Responsibilities:

- To support the Accelerator Manager in managing the programme budget and monitor all expenditures linked to programme delivery – from disbursement of capital to enterprises, to billing from external and internal parties delivering content.
- To proactively identify and stay vigilant regarding areas where expenditure can be reduced and areas where money can be invested to aid programme development.
- To draft, negotiate, and execute individual programme delivery agreements for faculty and external programming delivery company contracts, and to ensure timely payment.
- To ensure prompt invoice payments and to maintain financial records as required by LSE and the Accelerator, including filing expense reports.



- To lead quarterly budget reports and analysis, and monitor expenditure to enable the programme to carry out appropriate financial planning.
- To support the Accelerator Manager in managing the annual budget review and forecasting process.
- To make recommendations for any follow-on investment funding for high-quality, top-tier social enterprises.

Line Management Responsibilities:

- The role involves line management responsibility for one individual – the Accelerator Programme Manager, including overseeing the hiring of a strong candidate for this role.

Flexibility:

- Some weekend and evening work will be required during orientation, events, and programme delivery.
- To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.
- Travel may be required.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.