



JOIN US TO
**MAKE A
DIFFERENCE**

INTRODUCTION

Thank you for taking the time to consider the role of Head of Impact Labs within our growing team at Resonance.

You will provide strategic leadership for Resonance's Impact Labs business, overseeing and assisting in the raising and the delivery of investment and support to social enterprises across the UK through our established, successful, and growing Impact Labs initiatives.

We hope that this pack provides an informative overview of what we are looking for in this unique and exciting new position.

WHO WE ARE

Resonance is a social enterprise and FCA authorised investment fund manager that has been "connecting capital to social enterprise" across the UK for over 20 years. We have worked with nearly 150 social enterprises and charities, enabling them to raise capital to grow their impact and make a difference to the communities they serve.

Resonance's overarching purpose is making investment a force for good and transforming lives through investment. Resonance is half owned by charitable foundations and impact investors and half owned by Resonance directors and employees. Our Vision, Mission and Values are on page six.

WHAT WE DO

As an FCA authorised fund manager Resonance looks after around £440m of other people's money, investing to enable social enterprises to provide homes and scale solutions for people facing crisis in the heart of communities across the UK. To date our funds have acquired over 1300 homes and backed over 120 social enterprises.

Resonance' has won a number of national awards including the Natwest SE100 "Deal of the Decade" and the Housing Heroes "team of the year".

The Resonance funds deliver risk adjusted returns to investors as well as real and measurable social impact (see our latest annual social impact report on <https://resonance.ltd.uk>.)



HEAD OF IMPACT LABS

Working Model: Hybrid with an office base in Launceston, Manchester, Bristol or London

Salary: £80,000 per annum (Band 8)

Hours: Full time (work a 9 day fortnight, and have a flexible working around core hours)

OVERALL PURPOSE OF THE ROLE

As well as bringing boundless energy to the role, you'll have the ambition to want to learn how our business works, understand our passion and our purpose, support and enable other leaders in the business to reach their goals, and use your drive to ensure that timescales are met.

You'll be working across the organisation, but with particular focus on our Impact Labs work, investing in social enterprises and strengthening their impact, reporting to the Chief Investment Officer, and with an additional reporting line to the Chief Executive Officer. This key role is important to our future success.

You'll be based in one of our offices, either Launceston, Manchester, Bristol or London (a modest London weighting of £5,154 may be available). Whilst we operate a highly flexible, hybrid working style, with a 9-day working fortnight, we also highly value the time spent together with colleagues and encourage at least 2 days per week in the office.

HERE'S WHY WE NEED YOU – PURPOSE

Resonance is actively growing, so you'll need to enjoy working in a fast-paced work environment. Our mission is:

- To connect capital to social enterprises
- To find creative solutions matching transformational enterprises with investors who share their values
- To shift market motivations, aligning commercial returns with social impact

To find out more about what we do: <https://resonance.ltd.uk/>

HERE'S WHAT YOU'LL DO WITH US - RESPONSIBILITIES

You will provide overall leadership for Resonance's Impact Labs business, through which we deliver direct investment and support to social enterprises across the UK through the following established, successful and growing initiatives:

Growing Enterprises – through which we invest our funds in growing social enterprises with a huge range of social impacts and business models

Developing Communities – through which we invest our funds in helping community-led enterprises develop assets their neighbourhoods need to flourish, including local affordable housing, sports and leisure, and renewable energy projects

Strengthening Impact – through which we provide both internal and external consultancy services to help social enterprises strengthen their business and impact

Funding Partnerships – through which we channel other funding sources, either grant or investment, into social enterprises connected with our other activities

Our Impact Labs business is a key aspect of Resonance's overall strategy in delivering its mission to "connect capital to social enterprise". It is symbiotic with our other main activity delivered through our Property Funds, recognising that people need more than just a roof over their head. Through our Impact Labs work we are helping a wide range of social enterprise solutions for people facing crisis which complement good housing solutions.

You will lead a team of around 17 people which has Operating Heads roles for each of the four areas above comprising an existing "Impact Labs Leadership Team" (ILLT), and team members in each team with significant skills and experience in these areas. As such, your leadership role will be to support, empower and coordinate their work, as well as making significant contributions to key areas where additional experience and capacity will aid the overall team's progress, particularly by helping raise Resonance's profile with external investors and grant funders and bringing new investment and grant into the existing fund initiatives.

Key areas which the role will cover include:

- Helping bring together and shape strategic planning for Impact Labs as a whole, drawing on the experience and ideas of the whole ILLT
- Playing an influential role in bringing in additional grant and investment into Impact Labs funds (currently Resonance Community Developers and Resonance Enterprise Investment funds), in support of the existing teams on these funds
- Creating further inter-connectivity and symbiosis between Impact Labs and Property Funds, particularly linked to place-based strategies in the regions where these activities overlap
- Helping build strong operational processes for Resonance's Impact Labs funds as they scale, drawing on relevant support across relevant areas including risk management, compliance, legal and IT
- Overseeing planning and delivery of financial forecasts for Impact Labs, in conjunction with ILLT and the Finance Team
- Supporting Operating Heads and line managers to fully develop the potential of a highly skilled and motivated team, and to grow that team in line with scaling of activity, in conjunction with the People Team

There is potential for the Head of Impact Labs role to also play a part in the overall Resonance Leadership Team, given it will be helping to provide overall leadership to a significant part of our operations.

WHAT WE WANT YOU TO BRING TO US – SKILLS & EXPERIENCE

ABOUT YOU

- Exceptional networking, partnership development, investment / grant raising and sales skills – you will add considerable reach and capacity to our existing senior team's initiatives in this area, across both the private sector and Government
- Strategic thinking -you will need to see across the different elements of Impact Labs work, and its relationship to our Property Funds, to help build mutually supportive growth as Resonance scales
- Financial agility – you will bring your considerable knowledge of finance and investment to bear on the development of our funds as they scale, supporting the teams in developing their structures and strategies
- Strong on process – with oversight of regulated fund activity, you will help us maintain and further develop strong processes which support our teams to deliver
- Driven to perform, naturally collegiate. You will be judged on the value you add primarily in capital mobilised for social enterprises but also on how you empower the existing ILLT and interact with other parts of the business – this will require a "one team" mindset to be continuously promoted.



ESSENTIAL COMPETENCIES

- Fully subscribes to Resonance's vision, mission and values
- Enthusiasm to work in an entrepreneurial and innovative environment
- Competent IT skills including use of MS Office and web-based tools, with some experience of using accountancy packages
- Able to plan and prioritise own work
- Willing to work flexibly within an expanding team, and to empower existing leaders and experienced team members within a larger team
- Professional and enthusiastic representative of the company, who enjoys helping build Resonance's profile with external stakeholders
- Good communication skills
- Strong relationships and credibility with catalytic impact investment funders, through both grant and investment, with ability to convert relationships into fundraising

DESIRABLE COMPETENCIES:

- Experience of leadership in social enterprise / investment sector
- Experience in creating and executing a pipeline of social investment and/or grant funding opportunities
- Knowledge and experience of Central and Local Government workings and current priorities
- Financial, investment or accounting qualifications

HERE'S WHAT WE WILL DO FOR YOU - BENEFITS

As well as working for an innovative, growing business with a strong social purpose and lots of variety we offer a competitive remuneration package with benefits including: eye vouchers, paid volunteering days, cycle to work scheme and electric car sacrifice scheme.

We have a flexible working environment with our full-time colleagues working a 9-day fortnight.

Company Pension (salary sacrifice and the option for contributions to be paid into your private pension). Personal contributions of 6% are currently matched by company contributions of 4%.

Annual Leave 25 Days (excluding bank holidays).



WHAT IT FEELS LIKE TO WORK HERE – ENVIRONMENT

Resonance is a growing company, so you'll need to enjoy working in a fast-paced work environment with a friendly and supportive team.

If you have the relevant skills and experience, please send us your CV with a covering letter to tell us:

- Why would you like to work for Resonance?
- How you think you could make a difference in the work we do?
- What skills and experience will you bring to the Resonance team?

APPLICATIONS

If you are interested in applying for this position, please apply by midnight on 16 May 2025.

Interviews will be held on 22 May 2025 via Teams

We look forward to hearing from you.

Click [HERE](#) to apply



OUR VISION, MISSION AND VALUES

OUR VISION

A world where...

- Capital serves people & communities
- All are empowered to invest in enterprise for positive social impact
- Resources are stewarded for future generations

OUR MISSION

- To connect capital to social enterprises
- To find creative solutions matching transformational enterprises with investors who share their values
- To shift market motivations, aligning commercial returns with social impact

OUR VALUES

- We are a bridge, not an institution
- We believe there is always a solution
- We build trusting and transparent relationships, one investment at a time
- When we strive for mutual profit, all of society benefits