



Applicant Pack

Engagement Manager (Phoenix Way)

Salary: £37,000 – £39,000 (pro rata)

Starting: Immediate Start

Contract: 9 months contract (with a potential 4 more years pending funding)

Hours 37.5 Mon – Fri (per week)



A message from the CEO

Thank you for your interest in the role of Engagement Manager (The Phoenix Way) at Impact Hub Yorkshire. We're a small organisation, but with big ambitions for Yorkshire & Humber and its role in the world.

I see our role as an organisation to help unlock the potential of the people and organisations of our region who wish to make a positive difference. Our hope is for Yorkshire & Humber to become Britain's natural destination for social innovators.

As such, Impact Hub Yorkshire is an organisation with many opportunities for career growth and has a team to realise this potential. Our culture is exciting and populated with people who have a can-do attitude and the agility to make most of the region around us. We look for those who are values and culture-driven, not so much defined by the skills they have but their ability to learn and listen to the region we serve.

Our knowledge of and access to the region's unique demographics and diversity allows us to offer a vital multicultural and youthful perspective to the wider world. We believe sharing the lived experiences and solutions of our city creates a vital solidarity with other communities around the world and a sense of being part of global social innovation. Being a member of the Impact Hub global network, brings Yorkshire & Humber into a community of 109 cities and 17000 social entrepreneurs, the largest impact network in the world.

We support new start-ups as well as established social enterprises seeking to grow and scale up. Our work is varied, tackling systemic and operational barriers for organisations led by people from underserved communities and includes, but is not limited to packages of workspace, mentoring, masterclasses and access to programmes of entrepreneurial support and funding.

Though we started with a modest grant of £5000, we've grown year on year to a six-figure turnover in 2021 based on direct revenue and grants. We see this growth continuing and welcome those who believe in our vision to be part of that journey. We can offer you a unique and welcoming workspace, a supportive team and fantastic opportunities for career progression and personal development.

Impact Hub Yorkshire is the regional lead for the Yorkshire & Humber for The Phoenix Way Programme, an exciting new initiative which will see the roll out of new funding and infrastructure schemes targeted towards racially minoritised communities in our region. The Phoenix Way is a racial justice change movement that aims to address the structural barriers & inequalities that communities of colour face and to help to develop a pioneering model that can be replicated to ensure that communities facing poverty, exclusion and discrimination have a say in decisions that impact their lives; put communities in the lead to ensure no community is left behind. The Phoenix Way is more than a funding source but is an approach that recognises and wants to challenge the patterns of racial injustice. Given the nature of this work and its focus, we are looking for applicants with lived experience or those who can demonstrate allyship and ability to connect and engage with racially minoritised communities.

Additionally, we recognise that some groups of people are underserved in our communities and can face barriers to employment in jobs like this one. We would like to encourage people from all backgrounds and communities to apply. We are not looking for particular qualifications and any individual who feels they have the right attitude, skills and capabilities, but not necessarily direct experience, should still apply to us. We would really like to hear from you!

I hope this applicant pack gives you a flavour of our achievements and ambitions - we're at the beginning of an exciting, transformative journey for Yorkshire and Humber. We're excited to see others join us on this journey and see where their talents can lead us. Please do contact me by email if you have any questions about the role or our application process.



Kamran Rashid
Chief Executive Officer
kamran.rashid@impacthub.net

About the role

Post Title: Engagement Manager (The Phoenix Way)

Salary: £37,000 – £39,000 (pro rata)

Hours: 37.5 hours per week

Annual leave: 25 days + 8 Bank Holidays (pro rata)

3% Employer Pension Contribution

Contract: 9 months (with a potential 4 more years pending funding)

Start Date: Immediate Start

Location: Impact Hub Yorkshire, 34 Peckover Street, Bradford, BD1 5BD

Reports to: Programme Manager (The Phoenix Way)

Roles & Responsibilities

The purpose of this role is to coordinate and ensure the smooth running of the Phoenix Way programme in Yorkshire and Humber.

Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore may have been used; in which case all the usual associated routines are naturally included in the job description.

Workers should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when salaries are reviewed.

This is an ideal role for someone who wants to work for an exciting organisation and deliver a high impact programme in our region. We are looking for someone with a can-do attitude, willing to work as part of a team and flexible to the needs of the organisation.

Range of Duties:

- To promote the Phoenix Way Programme across Yorkshire and Humber
- To assist the programme manager (TPW) to build an ecosystem that supports racially minoritised VCSE organisations across Yorkshire & Humber
- Design and implement inclusive engagement strategies to reach diverse grassroots organisations across the UK, especially those historically underrepresented in funding spaces.
- Develop and maintain strong relationships with key stakeholders including Black and racially minoritised-led organisations, funders, community groups, and delivery partners.
- Facilitate regular communication and consultation with partners to ensure their voices shape programme strategy and delivery.
- Represent The Phoenix Way at regional and national meetings, forums, and events to build networks and amplify the programme's objectives.
- Organise community events, workshops, and listening sessions to gather feedback and promote awareness of the programme.
- Act as a liaison between The Phoenix Way and local communities, ensuring culturally responsive and equitable approaches are embedded in all engagement.
- Monitor the progress of funded organisations, helping to identify challenges and opportunities for deeper support.
- Collaborate with communications teams to ensure accurate, accessible, and culturally sensitive messaging across channels.
- Capture and share impact stories, learning, and good practices from funded partners and community initiatives.
- Contribute to the development of newsletters, social media content, and campaign materials that reflect the voices and successes of participating organisations.
- Collect, manage, and analyse engagement data to inform strategic decisions and ensure accountability.
- Contribute to evaluation processes by gathering qualitative and quantitative insights from stakeholders and communities.
- Use feedback loops to continuously improve engagement methods and ensure alignment with The Phoenix Way's mission and values.
- Provide insight and recommendations to inform programme strategy, delivery improvements, and policy positions.
- Identify trends, risks, and gaps in engagement or programme reach, especially relating to equity and inclusion.
- Participate in reflective learning sessions and contribute to the development of sector-wide resources and tools.
- Work closely with internal teams across grants, finance, operations, and leadership to align engagement activity with broader programme goals.
- Maintain up-to-date records of engagement activities, meetings, and outcomes.
- Contribute to regular progress reports, impact reports, and funding updates for internal and external stakeholders.
- Collate content and capture key achievements for marketing and social media.



Requirements:

- All Applicants must have valid permits to work in the UK

Range of Decision Making:

- Taking responsibility for key decision making around the development and implementation of our programmes

Responsibility for Assets, Materials etc:

- Access to confidential and sensitive information
- Responsible for keeping accurate and up to date records

Contacts:

- Will have frequent contact with Elected Members, Government Offices, Senior Statutory and Business Leaders, Voluntary Organisations and members of the public.

General Duties

We are a small organisation and as such are dependent upon team members willing to be flexible and support one another. In addition to the duties outlined above, there are a number of additional responsibilities that we expect all staff to undertake, regardless of role or seniority:

- Assist at events held in our co-working space
- Cover reception duties when required
- Welcome staff and visitors to our space
- Work flexibly to support the whole team
- Maintain databases and manual records of the organisation.
- Keep the office environment safe, clean and tidy
- To support and be willing to participate in any special projects as required by Senior Management.
- To be responsible for day to day management of IHY assets. Conduct routine tasks
- To carry out other duties commensurate with this post that may be required by the organisation
- To communicate with IHY Directors, corporate partners, funders, and staff, in a confidential, sensitive and professional manner
- Maintain databases and manual records of the organisation
- Keep the office environment safe, clean and tidy

- To be part of special projects as required by Senior Management
- To be responsible for day to day management of IHY assets. Conduct routine tasks
- To carry out other duties commensurate with this post that may be required by the organisation
- To undertake occasional evening and weekend duties as required



About You

Essential skills and experience

- Demonstrable commitment and experience in working towards addressing inequalities faced by diverse and underserved communities
- Knowledge and understanding of the VCSE and creative sectors in Yorkshire and Humber
- Knowledge and understanding of barriers to funding and organisation development for VCSE organisations led by people from racially minoritised communities
- Experience in grants distribution and administration
- Experience in providing infrastructure support to VCSE organisations
- Experience in presenting and facilitating events, workshops and public speaking
- Good organisation, communication and teamwork skills
- Excellent IT skills across most relevant applications
- Excellent customer service skills
- Knowledge and experience of social enterprise
- Excellent numeracy, spoken and written communication skills
- Ability to work to deadlines under pressure
- Proven strong organisation and problem solving skills

Desirable skills

- At least 2 years experience in a similar role
- Experience of evaluating and reporting on programmes to funders and commissioners
- Ability to drive new investment into communities and develop new partnerships with funding bodies

How To Apply

- Please send a CV and cover letter to careers.yorkshire@impacthub.net by **9am on 22nd September 2025**
- Shortlisted applicants will be informed by **22nd September 2025**
- If invited for a formal interview – either on-line or in-person – these will likely take place on **24th, 25th & 26th September 2025**
- This will be an immediate start. However, we can be flexible about this in order to meet candidates' pre-existing notice period requirements.

We are unable to provide feedback to candidates not shortlisted for interview due to limited capacity.

We will not discriminate by age, gender, sexual orientation, race, colour, religion, marital status, or disability.

For any queries, please get in touch at careers.yorkshire@impacthub.net

