

# THREEHANDS

## Recruitment: Head of Three Hands Insight

August - September 2019

### THREE HANDS

At [Three Hands](#) we believe in creating business value and social value hand in hand. We're a small purpose-driven company helping big businesses to play a positive role in society, in the way they develop their people, work with communities and innovate with products and services – reflecting our three strands of work: People, Citizenship and Social Insight. Our client list includes Lloyds Banking Group, Centrica, M&G Prudential, Santander, Network Rail, British Land and Royal London.

### THREE HANDS INSIGHT

[Three Hands Insight](#) was launched in July 2019 as a distinct brand and offer focusing on our social insight work. It aims to build this part of Three Hands into a successful, sustainable business known for helping clients to understand and innovate for vulnerable customers and underserved markets. Key to success will be to become known and credible amongst people with corporate roles in customer insight, customer experience, vulnerable customers, innovation, product/ service development and product/ service design.

Three Hands Insight has a valuable base of experience having delivered 'immersive innovation' programmes for Santander, Royal London and M&G Prudential (see the [case studies](#)).

### THE ROLE

We are looking for someone to drive the development of Three Hands Insight from its current position as a start-up within Three Hands to a firmly established, credible and sustainable part of Three Hands.

This will involve:

#### 1. Increasing the profile of Three Hands Insight

As the 'front person' you will raise awareness and increase the profile of Three Hands Insight by:

- Networking and relationship-building with potential clients, potential charity partners and stakeholders in other types of organisations
- Being a thought leader and producing thought leadership pieces
- Being an 'ambassador' for social innovation and inclusive business
- Securing speaking slots at events and delivering presentations
- Creating and maintaining a strong presence on social media

#### 2. Business development

You'll take responsibility for generating new pieces of client work, which will involve:



- Networking and relationship-building with existing and new clients and contacts, with a focus on senior people in customer insight, customer experience, product development, innovation and vulnerable customers
- Understanding their business needs in order to attract client briefs, and responding to those briefs with smart proposals, in written format and for presentation
- Working towards an agreed revenue generation target

### **3. Programme delivery**

At Three Hands individuals typically take responsibility for leading on the delivery of client programmes they have secured. Your programme delivery role, with support from our project managers, will include:

- Research to identify the right non-profit partner for each programme
- Programme design, working closely with the chosen charity partner
- Logistics and set-up
- Facilitation, alongside one of our specialist social insight facilitators, with a view to ensuring the programme outcomes exceed client expectations
- Reporting on the programme outcomes

### **4. Three Hands Insight strategy**

You'll help to define Three Hands Insight strategy for the future, as part of the future development of Three Hands overall.

At Three Hands we are a highly collaborative and supportive team, meaning that you will never be left to take on all of this by yourself. Jan Levy, MD, who has led on the development of Three Hands Insight, will commonly be involved in much of the work described above, particularly in your earlier stages of employment.

We're well aware that with all of the responsibilities described above we are asking a great deal of candidates! Please don't be put off if you feel that you wouldn't be able to be effective in all of these areas from the beginning; there will be ample opportunity to learn and develop in the role.

### **SKILLS, CAPABILITIES AND EXPERIENCE**

Whilst we believe the following criteria are key for success in this role, we are open to hearing from people with different experiences and attributes that they believe would enable them to make a success of the role.

#### **Entrepreneurial**

Three Hands is a small purpose-led business; we create our opportunities through our own initiative and through our passion for what we do. The Head of Three Hands Insight will relate to this and work



in entrepreneurial ways to achieve success, being a real motivator behind the development of the business. She or he will have the tenacity and determination needed to get a fledgling concept off the ground and will be excited about engaging in business development activities in order to do so.

### **Experience in relevant business areas**

We believe those areas include customer insight, customer experience, innovation (including social innovation), product/ service development and product/ service design. Your experience might have been gained in an agency or in-house.

Crucially, you will be interested in and committed to the development of products and services that benefit vulnerable customers and that address unmet needs in society. You will be familiar with the idea of gaining insight on customers' "lived experiences" and you will be enthusiastic and knowledgeable about design thinking.

### **Brilliant communicator**

This is a crucial and applies to thought leadership, business development and programme delivery. You'll need to be a great communicator on many levels: one to one; group presentations; written skills; workshop facilitation.

### **Early to mid-career**

Whilst we are more than open to hearing from candidates for whom this description does not apply, we anticipate that the right candidate will have a number of years of work experience but still plenty left to achieve – and as such will be willing to make a long-term commitment to growing a fledgling business and developing her/himself through that process.

## **WORKING AT THREE HANDS**

We have a core team of four people and a further six associate team members who support us on an ad hoc basis. Working here is all about:

- A clear set of values based around our beliefs about the role of business in society and the desire for meaning and purpose at work;
- Trust, respect and support – we value everyone's input in decisions and support each other to develop through our work;
- Variety and dynamism – from meetings with grass-roots charities to senior executives, from business development to facilitation, variety is standard;
- Initiative – we encourage autonomy and we don't adhere to directive management styles, meaning that the initiative of individuals counts for a great deal;
- Great relationships – we get on well with our clients, first and foremost because we deliver great work for them but also because we cherish healthy and long-term relationships;
- Enjoyment – we have fun and aim to achieve a sensible work life balance.



We view the ‘intangible benefits’ of life at Three Hands as: working in a values-led environment, making a positive impact in society as well as business, and being entrusted to work independently in the context of a small team.

## REMUNERATION AND OTHER DETAILS

Remuneration will be c. £40,000pa. This is a full-time role.

Other details are as follows:

- Location will be Three Hands’ London office near Elephant & Castle, London. Established team members have the opportunity to work from home at regular intervals, when appropriate. Whilst much of our work takes place in and around London, travel around the UK is not unusual. Overseas travel is rare.
- Team members are entitled to 25 days holiday per year, in addition to the period between Christmas and New Year when the office is closed.
- The successful candidate will be entitled to join the company pension scheme after three months of employment.
- The successful candidate must be eligible to work in the UK.
- Any additional remuneration based on revenue generation will be subject to negotiation.

## APPLICATION PROCESS

To apply please email your CV (2 pages max.) and a cover letter of no more than 400 words on one side of A4 to Jan Levy, Managing Director of Three Hands, at [mail@threehands.co.uk](mailto:mail@threehands.co.uk) by the end of Monday 16<sup>th</sup> September.

If at this stage you have any specific questions about the role that are not covered in this job description then please email them to [mail@threehands.co.uk](mailto:mail@threehands.co.uk) or if you would benefit from a short conversation with Jan to find out more, then please email [mail@threehands.co.uk](mailto:mail@threehands.co.uk) to set this up.

First interviews will take place between 25<sup>th</sup> September and 2<sup>nd</sup> October.

Three Hands is an equal opportunities employer and will provide reasonable support to disabled applicants throughout the recruitment process. If you require any additional support to enable you to take part in the application process please contact us.