



## Learning and Communications Manager Information pack

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For an informal discussion contact  
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For background information on the Tudor Trust please go to  
[www.tudortrust.org.uk](http://www.tudortrust.org.uk)

## **Background briefing Learning and Communications Manager**

### **About Tudor**

The Tudor Trust is an independent grant-making charitable trust which supports organisations working to address the many different needs of people at the margins of society. We don't focus our funding on specific themes or programmes, but instead aim to support a wide range of people and organisations working to achieve lasting change in their communities.

### **Our values**

We base our activity on the following strongly felt principles. We regularly evaluate our practice against them and seek to work with those who are similarly motivated.

- **Supporting communities** to drive their own positive change
- **Investing in relationships** as the foundation of all we do - starting from a position of trust and demonstrating that we can be trusted
- **Listening with intent:** always trying to hear the real voice
- **Valuing people's time:** acting quickly where helpful and taking time where needed
- **Using our learning, experience and creativity** to offer flexible support to communities

In our work we will actively use our resources, and the freedom and independence they give, to contribute to the health and strength of civil society.

### **Our grant making**

A key feature of Tudor's grant making is a focus on funding smaller, under-resourced organisations which offer direct services and support within the most marginalised communities - both local communities and communities of interest. We think that these groups have the knowledge and experience to identify problems and develop solutions which meet the real needs of the people they work with. Our grant making is values-driven, generalist, responsive, enabling and flexible.

Tudor is characterised by a high level of trustee involvement. Trustees come together with staff every four weeks to make grant decisions, discuss issues of wider interest and meet with applicants and grantees. They also visit beneficiaries, lead small groups looking at proactive work in a few key areas

and oversee the performance of our socially-responsible investment portfolio.

In 2017-2018 Tudor received just under 2,700 applications and made 328 grants totalling £17.8 million. Most of Tudor's grant making - around 97% last year - takes place in the UK, but we also have a small proactive programme working with projects promoting ecological agriculture in Zimbabwe, Kenya and Uganda.

## **Our teams**

Tudor has nineteen members of staff (a mix of full-time and part-time) organised into three teams:

- The **Information Team** is responsible for the effective management of Tudor's first-stage application process and for internal and external information, communication and research activity. With the addition of the new post of Learning and Communications Manager the Information Team will also take responsibility for guiding and co-ordinating the Trust's work around learning and evaluation.
- The **Grants Team** is responsible for the grant-making process through assessing new funding proposals, engaging with applicants, presenting applications to trustees and providing ongoing support to around 800 grant holders.
- The **Resources Team** maximises the effective use of the Trust's resources by managing its overall finances, investments, human resources and the office environment.

## **The context for the role**

Tudor is thinking carefully about how we can both learn from, and share our learning with, applicants, grant holders, the wider voluntary sector and other trusts and foundations. Like many organisations we also want to be 'learning organisation', using our learning to become a more effective grant maker. Questions we are thinking about include:

- How we can define, embed and communicate our values more clearly?
- How we can develop a more effective and focused approach to gathering and using learning so that we can be better at what we do and share learning in a meaningful way with others?
- How can we reach beneficiaries who may not be 'traditional' recipients of foundation funding?
- How does a generalist trust like Tudor evaluate itself and demonstrate that it is living up to its principles?
- Can we make reporting and evaluation less onerous and more useful for the organisations we fund?

- Are we hearing the voices that we need to hear, not just the loudest or those which resonate with ours?
- How do we avoid learning overload and gathering information simply for the sake of it?
- How can our new database system help us use data more effectively and intelligently in our grant making?

Our responses to these challenges will affect the way Tudor as a whole works and communicates in the future. So the Learning and Communications Manager will be working at the heart of the organisation, supporting Tudor's trustees and staff to develop their thinking around learning and evaluation while also taking the lead in implementing new approaches.

### **About you**

The Learning and Communications Manager post is a new role within Tudor, so we are looking for someone who is comfortable working without an established 'route map' and who enjoys thinking through and implementing new approaches. Tudor has a very collegiate and consultative style of working, with trustees, staff and associates working closely together. While the Learning and Communications Manager will lead on and develop learning and communications initiatives they will need to be able to do this in a confident but inclusive and emotionally intelligent way. A deep-seated respect for the opinions of others and an ability to listen actively and openly will therefore be essential.

The Learning Manager and Communications Manager will also be a key member of the Information Team, contributing to its wider work of providing support to applicants and grant holders by dealing with complex queries, providing feedback to applicants and giving presentations on the work of the Trust. We are looking for someone who is prepared to become thoroughly knowledgeable about Tudor - about our guidelines, our approach to funding and our grant holders - and who will use this expertise through daily contact with the groups who contact us. Because of this we see this as a full-time role, based at our offices: it is not suitable for job share or for remote working.

## **Job Description**

**Title:** Learning and Communications Manager  
**Reports to:** Head of Research and Information  
**Salary:** c £40,000 (depending on experience)

### **The Information Team**

The Tudor Trust's Information Team is responsible for the effective management of the first stages of Tudor's application process, providing an efficient, timely and friendly service both to enquirers and to applicants. The team also co-ordinates internal and external information gathering, learning and communication, offers administrative support to the Trust as a whole and contributes to the development and maintenance of efficient, informed and effective grant making by the Trust.

The Information Team consists of the Head of Research and Information, the Database and Systems Manager, the Learning and Communications Manager, the Grants Support Officer and the Grants Support Assistant. The Learning and Communications Manager will be line managed by the Head of Research and Information.

### **Purpose of role**

The Learning and Communications Manager will develop and take forward Tudor's approach to learning and evaluation, use of data and sharing of learning. The post holder will also be responsible for strengthening Tudor's internal and external communications, taking responsibility for developing and delivering key aspects of the Trust's communications activity. In addition the Learning and Communications Manager will be a key member of the Information Team, contributing to the full range of the team's work.

### **Working hours and office location**

This is a full-time position based at the Trust's office in Holland Park, West London.

### **Key responsibilities**

#### **Learning**

1. Take forward Tudor's approach to learning and evaluation: building Tudor's ability to capture and report on our learning; piloting new ways to learn from our grant making in collaboration with the Grants Team; researching and implementing improvements to our learning process.

2. Write thought pieces on approaches to learning for both internal and external audiences.
3. Lead on how Tudor can make the best use of data to support and develop our grant making, undertaking some analysis directly and commissioning more complex pieces of analysis where required.
4. Develop a good working knowledge of Tudor's database system, working with the Database and Systems Manager to improve how we collect, utilise, share and report on the data held within it and use the database to support learning and evaluation.
5. Contribute to work around how Tudor can embed its values in its work, and how we can measure and evaluate this.

### **Communication, information and research**

1. Build and maintain a broad knowledge of issues currently affecting the voluntary sector, and develop approaches to sharing this information effectively with trustees and the staff team, and the wider voluntary and community sector.
2. Undertake proactive research and project assignments on issues of relevance to the Trust and our grant making.
3. Develop the Trust's social media strategy and presence, with primary responsibility for content planning and creation.
4. Contribute to website development and management, in conjunction with the Head of Research and Information and Database and Systems Manager.
5. Contribute to research and writing of key documents including the Annual Report and Grants Review, in conjunction with the Head of Research and Information.
6. Build relationships with other grant makers, and where appropriate other organisations, in order to share information and learning and contribute to improving practice.
7. Represent Tudor at funding events and at wider sector meetings, including giving talks and presentations if required.

### **Grant making support/Information Team responsibilities**

1. Provide guidance and support to applicants over the phone, and on occasion face-to-face at funding events, taking responsibility for responding to more complex enquiries.

2. Develop the Trust's approach to providing feedback to unsuccessful applicants, and provide verbal feedback to applicants as requested.
3. Take and write up minutes for Grants Meetings, Delegated Decision Committee meetings and other Trust meetings, on rota with other Information Team members.
4. Act as one of the Trust's database administrators (following training).
5. Provide general support and guidance to junior members of the Information Team, alongside the Head of Research and Information and Database and Systems Manager.

### **Grant making**

1. Contribute to the assessment of first-stage proposals, and attend Initial Assessment meetings as required.
2. Work on a small number of grant applications for discussion with the trustees, developing and maintaining constructive relationships with applicants and grant holders.
3. Provide ongoing grants management and support to grant holders

### **General**

1. Contribute to effective team working by sharing information and skills within the Information Team and by supporting colleagues.
2. Offer flexible support for the work of the Trust generally, as and when necessary. Provide cover for other members of the staff team ensuring that the work of the Trust can continue effectively and without interruption.
3. Represent the Tudor Trust in a way which is consistent with its values.

## Person specification

### Knowledge and experience

- Proven experience of producing clear, concise and insightful information (E)
- Proven research experience involving use of both qualitative and quantitative data (E)
- Demonstrable experience of managing a diverse and demanding workload (E)
- Demonstrable experience of working effectively as a member of a team (E)
- Experience of developing and delivering an organisation's social media strategy (D)
- Knowledge and understanding of the issues facing smaller voluntary sector organisations (D)

### Skills and abilities

- Excellent standard of written and spoken English: a confident communicator with the ability to tailor approach to meet the needs of different audiences (E)
- Strong research skills: ability to gather, analyse and summarise information from a variety of sources, both qualitative and quantitative (E)
- Excellent listening skills and the ability to be curious and ask the right questions (E)
- Ability to build positive and supportive relationships across the organisation and externally (E)
- Strong administrative, planning and organisational skills and the ability to plan own workload, manage multiple projects, and work on own initiative (E)
- High level IT skills, with experience of Word and Excel and experiencing of using and manipulating a database (E)
- Experience of using data analysis/visualisation software (D)

### **Attitudes and approaches**

- High level of personal responsibility and emotional intelligence, and the maturity to interact at all levels with confidence (E)
- Self-starter who enjoys creative problem solving, developing fresh approaches and seeing new ideas and concepts through to completion (E)
- Flexible, diplomatic and approachable (E)

### **General**

- Commitment to Tudor's values, aims and ethos (E)
- Sensitivity to the needs of the people and organisations Tudor works with (E)
- Commitment to work-related learning and development (E)

## The recruitment process

### Timetable

Deadline for applications	18 February, at 10am
Screening interviews	27, 28 February and 1 and 4 March
Panel interviews	15 March
Final Interview (if required)	19 March
Decision made & successful candidate notified	20 March

### How to apply

If you would like to apply for this role, please complete this Application Form and Equal Opportunities Monitoring Form (downloaded from [www.allysondavies-consultant.com](http://www.allysondavies-consultant.com)), plus attach a CV outlining your career to date, with any academic and professional qualifications.

Please send your application, **by 10am, on 18 February 2019**, to [Tudor@allysondavies-consultant.com](mailto:Tudor@allysondavies-consultant.com)

### Data Protection

The personal information that you provide will be used to process your application for employment with the Tudor Trust. Personal information about shortlisted candidates will be held securely for 6 months after the recruitment exercise has been completed, it will then be destroyed or deleted. If your application is successful and you take up employment, the information will be used in the administration of your employment with us. It will be kept secure and will only be used for purposes directly relevant to your employment.

### Further Information

If you require any further information or you would like to discuss anything in more detail, please contact Allyson Davies at the above contact details, or call 020 7828 3855 or 07968 556164.