



# BIG SOCIETY CAPITAL

**Working with us to improve the lives of people in the UK**

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## Who we are

Big Society Capital improves the lives of people in the UK by connecting social investment to charities and social enterprises.

We believe investment has a significant role to play in the world, helping to deliver solutions to some of the most entrenched social challenges. We know that investment can help charities and social enterprises achieve more, with over 3,000 organisations having already used social investment in the UK to grow their social impact. We are an independent social impact investment institution, set-up by Sir Ronald Cohen and Nick O'Donohoe with £600 million of permanent capital from Dormant Bank Accounts and the High Street Banks. We are governed by senior representatives from the social, financial and government sectors.

### Values

Underpinning our approach is our organisational culture that shapes all our work. Our values articulate the culture we seek to create, and encapsulate a number of behaviours and attitudes we feel are necessary to live up to our purpose.

**Purposeful:** We are passionate and energetic in our work to bring about our long-term vision of a thriving social investment market that enables positive social impact.

**Pioneering spirit:** We give our team the autonomy and flexibility to be entrepreneurial and creative. We have the courage to push boundaries and a restless drive for change.

**Openness:** We listen, learn, experiment and collaborate. And we are adaptive and flexible in responding to what we learn.

**Rigorous:** We take a rigorous approach in all we do. We expect the highest standards and continually strive for excellence.

**Respectful:** We are genuine in both our approach and aspiration. We value each member of our team and our partners for what they bring.



## What we do

Our work at Big Society Capital starts with building an understanding of the social issue and the sustainable enterprise solutions that can bring about change. We then design or improve investment routes that can bring together the needs of enterprises and investors. We believe sustainable solutions can attract the greatest capital and ultimately grow to have the biggest impact on people's lives.

As a wholesale social impact investor, we invest into fund managers who in turn provide capital to enterprises that can bring about social change. So far, in collaboration with other investors, we have committed over £1.3 billion of investment. We also engage with investors, fund managers, charities and social enterprises to make it easier to use social investment. We currently focus on three strategic themes where we believe social investment has a significant role to play in improving people's lives in the UK:

### Homes

#### The challenge:

The UK's housing market crisis is affecting people across the country: there is an inadequate supply of high quality, affordable homes which is leading to rising levels of homelessness, people living in unsuitable accommodation and people unable to access the support they need. This is happening at the same time that home ownership is becoming increasingly unaffordable. We believe social investment has great potential to help address these challenges and to contribute to a more inclusive housing market.

#### Our approach:

Our aim is to test, replicate and scale innovative housing models. We want to attract additional capital to these models to deliver more secure and affordable homes for those in needs, including for the most vulnerable people in society.

### Place

#### The challenge:

There are areas of the UK that have been 'left behind' for many years, and even in relatively prosperous areas, there continues to be high inequality and entrenched poverty. We believe that where a person happens to be born should not affect their life chances or ability to live a happy and fulfilling life. We believe social investment is one tool that can help address these challenges to enable thriving and inclusive places in the long-term.

#### Our approach:

Our aim is to work with partners at both the local and national level – who bring a range of tools, skills, experiences and resources – so that places can flourish. We believe social investment has a role to play, but recognise that creating longterm change will be complex and that we need to take a learning approach to our work.

### Early action

#### The challenge:

Vulnerable people across the UK struggle with challenging problems that often are preventable before they escalate. However many interventions and funding streams are reactive to issues that have already occurred. We believe social investment has the potential to support interventions that address issues and their causes early.

#### Our approach:

Our aim is to develop and scale innovative ways to prevent social problems, with a focus on improving the lives of vulnerable children and elderly people. We will do this by focusing on improving outcomes for: children transitioning from the care system, children at risk of obesity and vulnerable elderly people.

## Our team

Our staff and Board bring together diverse experiences from the social, finance, government and business sectors to deliver our work to improve the lives of people in the UK through social investment. A full list and profiles of our staff and Board are available here: [www.bigsocietycapital.com/our-team](http://www.bigsocietycapital.com/our-team)

### CHAIR

#### SIR HARVEY MCGRATH

Harvey has been our Chair since 2014. He has a long and distinguished career in the international financial services industry, including chairing both Prudential plc and Man Group plc. He holds a number of non-executive roles, including at Heart of London, Funding London and the Mayor's Fund for London.

### CHIEF EXECUTIVE OFFICER

#### CLIFF PRIOR CBE

Cliff joined us in 2016 as Chief Executive Officer. He was previously the CEO of UnLtd for social enterprises, and has held senior leadership positions across the social sector. He is on the Board of the International Venture Philanthropy Centre and the UK National Advisory Board on Impact Investing.

### EXECUTIVE TEAM

#### ANNA SHIEL

##### HEAD OF ORIGNATION

Anna joined us in 2012 and is responsible for our Place and Homes focus areas, and our overall origination approach. She was previously a Director in Merrill Lynch's Financial Institutions Group. She is a Board member of Charity Bank.

#### CHRISTINE CHANG

##### DEPUTY CHIEF INVESTMENT OFFICER

Christine joined us in 2012 and is responsible for the delivery of our investment process. She has international finance experience including at Enclude and Goldman Sachs, and was recently on secondment to run Esmée Fairbairn Foundation's social investments. She is a Trustee of the Thera Trust.

#### DAVID BURNDRED

##### CHIEF FINANCIAL OFFICER

David joined us in 2017 and is responsible for our finance, legal, compliance and operations teams. He has held a number of senior leadership roles, most recently as CFO at Lewis Silkin LLP, and nine years at CDC Group as an Investment Manager. He is a Trustee of a community sports organisation.



#### JAMES WESTHEAD

##### HEAD OF ENGAGEMENT

James joined us in 2019 and is responsible for our engagement with investors, and charities and social enterprises. He was previously Executive Director of External Relations at Teach First and prior to that, an Education & Social Policy Correspondent at the BBC. He is Chairman of literacy charity, The Hackney Pirates.

#### JEREMY ROGERS

##### CHIEF INVESTMENT OFFICER

Jeremy joined us in 2013 and is responsible for investing and managing our portfolio. He has twenty years of experience across the financial and social sectors including as a Managing Director at JP Morgan, Big Issue Invest and Ashoka. He is a Senior Advisor to the Rockefeller Foundation.

#### STEPHEN MUERS

##### HEAD OF STRATEGY

##### AND MARKET DEVELOPMENT

Stephen joined us in 2016 and is responsible for our Early Action focus area, strategy and relationship with government. He was previously Director, Criminal Justice Policy at the Ministry of Justice, and has held senior roles across many government departments. He is a Trustee of the Friends Provident Foundation.

## Working here

### Purpose

As a member of the team, you have an opportunity to shape our work and the impact we can have to improve people's lives across the UK through social investment.

### Benefits

We provide a salary and benefit package that is very competitive within the UK social and public sector, and that includes a contributory pension plan, health insurance and other benefits.

### Approach

Our approach is the result of five years of learnings about what is required to make social investment work, and how to build effective teams and processes to deliver this approach. The critical factors that underpin our approach are:

**Market creation more than market failure:** To build solutions to tough social problems we must take a proactive approach - this involves starting with the social issue, considering sustainable enterprise solutions, and then designing routes that bring together the needs of enterprises and investors.

**Understanding our role alongside others:** We need to listen deeply and understand when it is most appropriate to use social investment to help address social problems, and how we sit alongside other partners supporting solutions.



**A tri-lingual approach:** We need to be able to speak the language of the social sector, financial sector and government to help us understand social problems, connect investment to socially motivated organisations, and shape the broader environment.

**A learning culture driving open decision-making:** We believe that building a culture of learning, discovery and a willingness to fail is vital to our success.

**Bias to action:** We believe part of our role is to move first and learn by doing. One way we achieve this is by encouraging staff to think like owners of our mission and by backing their ideas for achieving it.

# Compliance and Investment Administrator

Location:	London, EC4
Salary:	£33,000 - £37,000 (depending on experience)
Accountable to:	Director from the Investment Group
Contract type:	Permanent, full time role, open to flexible working

## Key purpose of the role:

This role sits at the core of our Investment Group and works closely with the legal and compliance team on the delivery of our investment process with a focus on supporting compliance management, investment enquiries and pipeline management. The role holder will contribute towards quality and effective administration across the Investment Group.

The role is an excellent opportunity for an experienced administrator who wants to use their skills to support Big Society Capital to achieve its mission to improve people's lives in the UK.

The Compliance and Investment Administrator will have experience in administrative roles with a significant compliance element, preferably within a financial and/or professional services sectors or another regulated environment.

## Key responsibilities:

This will be a varied and dynamic role working across Big Society Capital and with social investors that we have invested in. Key areas will include:

### Compliance support (approximately 60%)

- Manage the Know Your Customer (KYC) process for all new and portfolio investments in line with Big Society Capital's regulatory requirements and Anti Money Laundering guidelines;
- Lead the collation, validation and compliance risk assessment for all investments which will involve proactively liaising with social investors, managing potentially sensitive client information, and using external sources such as Companies House and World Check;

- Monitor and maintain KYC analysis and documentation for Big Society Capital's portfolio investments including Politically Exposed Persons (PEP) screening, conducting refreshes periodically;
- Support continuous improvement of the KYC process and awareness raising in the organisation.

### Investment process support

- Monitor and respond to inbound investment enquiries by referring on to team members or signposting to external resources where the enquiry doesn't meet our eligibility criteria;
- Support the Investment Committee Secretariat to arrange meetings, prepare pipeline reports and agendas, collate and distribute papers, and take minutes;
- Maintain our investment records throughout the investment lifecycle, including filing legal documents, ensuring our Customer Relationship Management system is up to date (Salesforce) and soft and hard copy documents are effectively filed;
- Proactively support the continuous improvement of the investment administrative process and knowledge management using existing systems.

### Administrative support

- Provide general administrative support as required across the Investment Group, working closely with the existing Investment Group Administrator and other administrative roles across the organisation.
- Coordinate a bi-annual three day induction training course for new joiners to Big Society Capital and the social investment sector, including leading on the logistics for the training and communications with speakers and attendees.

We are a lean and nimble organisation, and the appointed Compliance and Investment Administrator is encouraged to build a role for themselves and shape our team and approach.

## Person profile

### Essential experience

- A strong background in administrative support roles with a significant compliance element;
- Experience of working in a varied role and managing a diverse workload, that at times has conflicting priorities, to ensure deadlines are met;
- Experience of working effectively as part of a team, and building and maintaining positive relationships with internal and external stakeholders;
- Good IT skills with some experience using Microsoft programmes (Word, Excel and PowerPoint);
- Some experience of managing data and filing using CRM system and physical document filing;
- Experience of working in a regulated environment.

### Desirable experience

- Experience of regulatory compliance administration, particularly carrying out KYC processes;
- Experience working in financial services and/or professional services sectors;
- An interest in social investment and/or the not for profit or public sectors;
- Experience of Salesforce, ideally as a Super User or system administrator.

### Skills, abilities and attributes

- A quick learner with a hunger to grow and develop;
- Excellent attention to detail, time management and organisational skills;
- Proactive and creative in your approach to work;
- Able to prioritise effectively and take ownership of tasks;
- Logical and thoughtful when dealing with change;
- Someone who thrives in a varied role;
- A confident and effective communicator;
- Flexible and willing to take on additional tasks to support the team;
- Someone who works with integrity and discretion.

## Professional development

We are committed to giving Big Society Capital colleagues the support and autonomy needed to tailor their own development journeys that take into account their long-term ambitions and short to medium term needs within the role in a way that is engaging and stretching.

While every development journey looks different, below outlines some of the common training:

- Three-day induction training course covering key topics relating to social investment and the broader sector;
- Weekly How We Invest training sessions covering key topics across the investment process and key investment knowledge;
- Statutory compliance training with our regulatory consultancy partner, CCL;
- In-depth induction to Big Society Capital's compliance policies and processes from senior colleagues, and external training including on SmartSearch and an introductory CDD workshop with CCL.

## Salary and terms of employment

- This is a permanent, full time role, open to flexible working
- All applicants must have an existing Right to Work in the UK
- Salary - £33,000 - £37,000 (depending on experience)
- Big Society Capital is committed to being a diverse organisation that is truly representative of the communities we serve. We are an equal opportunities employer with an inclusive environment where all employees can contribute to their fullest potential

## Benefits

- 25 days holidays (plus bank holidays and additional closure days). Allowance increases with length of service
- Season ticket loan
- Pension of up to 11% employer contribution
- Flexible working options
- Employee Assistance Programme (EAP)
- Private health and life insurance policy

## Applications

- Please apply through [BeApplied](#)
- Deadline – Midday on Monday 27 January 2020
- Interviews – If your application is successful, you will be invited to interview with Big Society Capital in February.

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