



Dear Applicant,

Thank you for requesting the application pack and for your interest in working for Impetus.

This pack contains all the relevant information you will need to apply for this role:

- Information about [the organisation](#) and [our values](#)
- Information about [the team](#) and [the role](#)
- The [job description](#) – [key responsibilities](#) and [person specification](#)
- Our [commitment to equality, diversity and inclusion](#)
- Details on the [application and recruitment process](#)
- [Terms and conditions and benefits](#) of working for Impetus

The closing date for receipt of completed applications is 23:59 on Sunday 23rd August 2026.

If you would like to find out more about this role or have any questions regarding the recruitment process please contact recruitment@impetus.org.uk.



About Impetus

Impetus transforms the education and employment outcomes of young people from disadvantaged backgrounds.

We do this by using our deep expertise and high calibre networks to give the best nonprofits in these sectors the essential ingredients to have a real and lasting impact.

Through a powerful combination of long-term funding, direct capacity building support from our experienced team and our pro bono partners, alongside research and policy influencing to drive lasting systems change, we work towards a society where all young people can thrive in school, pass their exams and unlock the doors to sustained employment, for a fulfilling life.

You would be joining a team that is passionate, rigorous, determined, creative and warm. We care deeply for our colleagues, our portfolio partners and the young people we serve.

Impetus is a registered charity, and our charity number is 1152262.



Our Values

In 2022 the Impetus staff agreed the following set of Values to act as our guiding principles as an organisation and help us to remain focused on achieving our mission to support young people from disadvantaged backgrounds.

We are brave and curious

We are bold and brave in our pursuit of better outcomes for young people. We lead with curiosity and stay open to new perspectives. We support one another to take considered risks and learn together.

We bring high trust, high challenge

We build strong, long-term relationships through honesty, kindness, integrity, and respect. We create the space for open, constructive challenge, where colleagues, partners and supporters feel safe to speak up, hold each other to account, and bring their best in pursuit of our mission.

We are evidence led and results driven for young people

We pursue excellence for the young people we work with, are wholly committed to better outcomes, unapologetically results driven, and accountable for our actions.

We thrive through diversity

We seek to embed diversity of thought, background and experience in every aspect of our work. We are open, thoughtful and proactive in better understanding and challenging our assumptions to better deliver the change we seek.

We always seek collaboration

We will not succeed alone. We seek meaningful, productive partnerships with others to achieve our mission and drive systems change for young people.

About the team

The Philanthropy Team raises income for Impetus and for Impetus partner charities. The team consists of 15 staff. Impetus has an annual income of c.£11 million which we are looking to grow significantly within the next few years. The team is led by two Directors of Philanthropy and Partnerships.

The Philanthropy Team works with major donors, corporates and grant making trusts, as well as collaboratively with colleagues across the organisation to ensure we make a compelling case to generate new financial commitments and wider support for our work. The team also deliver a high-quality engagement programme of volunteering and pro bono for Impetus's corporate supporters.

Impetus is driven by a shared belief in tackling the barriers that hold back young people from disadvantaged backgrounds in education and employment. Alongside investing extensive financial and non-financial support in our charity partners through our Investment Team we also seek to influence decision makers to design and implement evidence led policy and direct new resources to get young people the support they need through our Public Affairs team. We are resolutely focused on outcomes, driven by quality evidence.

You would be joining a team that is passionate, ambitious, determined and warm. We care deeply for our colleagues, our charity partners and the young people we serve.



About this role

The Engagement Manager is an experienced professional who plays a key role in supporting donor engagement across all Impetus donors, enabling the team to provide best practice and high-quality donor stewardship and a platform for the renewal of key philanthropic gifts.

The Engagement function is responsible for pro bono and volunteering. Reporting to the Head of Engagement, the Engagement Manager is responsible for supporting the successful delivery and continuous improvement of the volunteering programme, ensuring it delivers high-quality opportunities, contributes to agreed KPIs and evolves in line with the needs of funders and the organisation.

The postholder will account manage key relationships with mid-level supporters and internal stakeholders, working across teams to deliver meaningful and well-coordinated engagement opportunities. They will contribute to identifying and developing new opportunities for the volunteering and pro bono programmes that respond to funder interests and portfolio needs. In addition, they will manage relationships with mid-level pro bono supporters, taking them through the full pro bono journey from project matching and onboarding through to stewardship and ongoing support.

This is a cross-functional role that collaborates closely with the Investment team, wider Philanthropy team, Public Affairs team and other stakeholders to ensure a consistent and excellent donor experience.



Job description

Title:	Engagement Manager
Team:	Philanthropy and Partnerships
Reports to:	Head of Engagement
Direct reports:	Engagement Officer
Salary:	£44,364 per annum plus benefits
Grade:	2
Contract:	Permanent
Working hours:	Full time (37.5 hours per week) or part time (we are happy to consider requests for part time hours)**
Location:	Hybrid working – at least two days per week in the Impetus office (currently based in Charing Cross, Central London). We may ask you to come to the office three days per week during the first three months to help set you up well for success – ensuring you get the support you need to thrive. In addition to this, all staff are expected to attend regular Impetus in person events. These include staff away days, training events and a monthly Townhall meeting where we come together in person for lunch and intentional cross-team working
Starting date:	As soon as possible

***We recognise the importance of a good work / life balance. We do everything we can to accommodate flexible working, including working from home, working part-time, job shares and other arrangements. Please let us know in your application or at any stage throughout the process (and beyond) if these are options you would like to explore.*

Key responsibilities

Volunteering programme

- Account manage relationships linked to volunteering across corporates, individuals and grant-making trusts, ensuring engagement is maintained and escalating strategic issues or risks where appropriate.
- Support or lead meetings, alongside fundraising account managers where appropriate, with funders to understand their volunteering interests and contribute to the development of suitable engagement opportunities.
- Support account managers in ensuring consistent donor engagement throughout annual giving cycles, including tracking, reporting, and communications.
- Contribute to the development of the volunteering function to ensure the programme offers a range of high-quality opportunities suitable for different funder types and aligned to organisational priorities.
- Identify and suggest new volunteering opportunities based on charity needs and funder interests, working with the Head of Engagement to ensure strategic alignment across the programme.
- Lead delivery of the mentoring programme within agreed plans and frameworks.
- Where necessary, support delivery of the volunteering programme (i.e workshops), ensuring it delivers high-quality engagement activities, contributes to agreed KPIs and continues to develop in response to organisational and funder needs.
- Build and manage effective working relationships across the Investment team, Philanthropy team and other stakeholders to ensure volunteering opportunities are well scoped, coordinated and delivered effectively.
- Work with the Head of Engagement to coordinate needs across the Engagement team, liaise closely with the Investment team and portfolio contacts, and plan and deliver a high-quality programme of volunteering opportunities.
- Ensure communications with donors and external partners are clear, timely, compelling and aligned with agreed messaging.
- Line manage the Engagement Officer, providing support, guidance and oversight to enable effective delivery. Where necessary, lead volunteering delivery sessions when cover is required.
- Maintain accurate and up-to-date records in Salesforce, including pipeline activity, reporting and key relationship updates.

Pro Bono Programme

- Support the identification, prospecting and conversion of new pro bono supporters, aligned with the needs of portfolio charities and Impetus, including attending meetings with prospective supporters.
- Manage relationships with mid-level pro bono funders, supporting delivery across the full engagement process from identifying suitable projects and matching opportunities through to onboarding, delivery and stewardship.

- Work with the Head of Engagement, internal teams and charity partners to scope projects and support matching pro bono funders to suitable opportunities.
- Support the onboarding and ongoing management of pro bono partners, ensuring clear communication and a high-quality supporter experience.
- Monitor the progress and quality of pro bono projects, gather feedback and identify improvements to strengthen delivery and impact.
- Maintain accurate and up-to-date records in Salesforce, including pipeline activity, reporting and key relationship updates. .

Other

- Support the development and implementation of efficient processes and systems within the Philanthropy team, with a focus on consistency and effectiveness.
- Work in line with best practices and agreed processes, policies and standards across all engagement activities.
- Share insights and learnings internally and externally to support continuous improvement.
- Work in line with Impetus' strategy, policies, and procedures.
- Attend and support delivery of Impetus events as needed.
- Support the Philanthropy team as required with ad hoc duties.
- Provide cover for aspects of the Head of Engagement role when required.
- Represent the Philanthropy team in cross-functional projects and working groups, contributing to delivery and collaboration.



Person specification

Essential

- Experience of delivering or managing successful engagement, volunteering or fundraising activities, including tracking performance against objectives or KPIs.
- Familiarity with the fundraising landscape, including a good understanding of the corporate donor marketplace.
- Strong account management experience, including managing external partners or funders and building effective relationships across internal teams.
- Experience managing across the donor lifecycle, and identifying and developing opportunities that meet stakeholder needs.
- Experience of developing opportunities for diverse stakeholders.
- Ability to understand and communicate complex ideas and information, including Impetus model.
- Experience working with skilled volunteers or pro bono partners, including supporting relationships through the full lifecycle from scoping or matching through to delivery and stewardship.
- A collaborative working style, comfortable working across teams with a commitment to working in a collaborative and inclusive way to achieve shared objectives.
- Experience of managing and developing staff, including setting clear objectives, providing regular feedback and creating development opportunities. Able to adapt management style to support colleagues at different levels of seniority and experience.
- Excellent written and verbal communication skills.
- Experience delivering workstreams or programmes within agreed plans and KPIs.
- Strong project management skills with the ability to devise donor engagement plans and use project/account plans, budgets, and other financial information.
- Excellent organisational skills with the ability to manage competing priorities and manage a busy and varied workload.
- Ability to look beyond own area of expertise and be pro-active and creative in problem solving.
- Ability to make operational decisions and escalate strategic issues where appropriate.
- IT proficiency, including Microsoft Office and CRM systems (e.g., Salesforce).
- A commitment to Impetus' mission.
- A commitment to equality, diversity and inclusion.
- Knowledge of the sector – education and employment.
- Knowledge and understanding of the needs of a young person, charities, and corporates.
- Experience of working with young people.

Our commitment to equality, diversity and inclusion

We believe that a diverse workforce leads to an organisation that is more open, creative and gets better results.

We want our team at Impetus to represent the diversity of the people and communities we serve. We also want our team to be one where different experiences, expertise and perspectives are valued, and where everyone is encouraged to grow and develop.

We want to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential employees may need to in order to be successful.

We recognise the importance of a good work/life balance. We do everything we can to accommodate flexible working, including working from home, working part-time job shares and other arrangements.

Please just let us know in your application or at any stage throughout the process (and beyond) if these are options you'd like to explore.

Impetus is an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation. We value diversity and welcome applications from people of all backgrounds.



How to apply

Please click [here](#) to apply.

You will need to:

- **Complete the online form** (including the equal opportunities monitoring form)
- **Upload a comprehensive CV and supporting statement**

The supporting statement should be no more than two sides of A4 and should address the criteria in the person specification.

You should also include the contact details of two referees, one of whom must be your current or most recent employer. Referees will only be approached with your express permission.

As part of our commitment to flexible working we will consider a range of options for the successful applicant. All options can be discussed at interview stage.

The deadline for applications is 23:59 Sunday 23rd August 2026.

Interview

First round interviews will take place: **w/c 31st August 2026.**

Second round interviews will take place: **w/c 7th September 2026.**

You will also be required to provide proof of your eligibility to work in the UK.

Personal Data

Your personal data will be shared for the purposes of the recruitment exercise. This includes our HR team, interviewers (who may include other partners in the project and independent advisors), relevant team managers and our IT service provider if access to the data is necessary for performance of their roles. We do not share your data with other third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you. We do not transfer your data outside the European Economic Area.

Terms and conditions and benefits of working for Impetus

We are committed to supporting staff in a range of way. The tables below detail some of the support provided:

Financial and Wellbeing Support		
Benefit	Details	Eligibility
Pay	We benchmark pay in the whole charities market and we set our pay line at the market upper quartile and pay our people in a range +/- 10%.	All staff eligible.
Pension	In line with auto enrolment legislation all eligible employees will be automatically enrolled into The Pensions Trust pension scheme. 5% employer contribution. 3% employee contribution.	All staff eligible.
Life Assurance	Four times salary.	All staff eligible.
Occupational Sick pay (OSP)	Six weeks full pay and six weeks half pay in rolling 12 month. Staff eligible from day one of employment.	All staff eligible subject to statutory requirements.
Health cash plan	Allows staff to claim money back for health treatments and access to services. Also includes employee assistance, discounted rates to health partners and gym memberships.	All staff eligible.
Employee assistance programme	Health Assured provides a comprehensive employee support service which includes a 24/7 confidential helpline, counselling and bereavement support, financial, legal and medical information, Wisdom Mobile App and online resources.	All staff eligible.
Eye test vouchers	Reimburse for the cost of eye examination up to the value of £25 per annum.	All staff eligible.
Season ticket loan	Interest free - repayable over 10 months.	On completion of six-month probation period.

Financial and Wellbeing Support

Benefit	Details	Eligibility
Cycle to work scheme	Staff save up to 42% on a new bike, e-bike and cycling accessories through this salary sacrifice benefit and can spread the cost of their bike and accessories interest-free over 12 months.	All staff eligible.
Home and Tech Scheme	Staff save up to 8% on home and tech products at Currys and IKEA, through this salary sacrifice benefit and can spread the cost interest-free over 12 months.	All staff eligible.
BHN Extras	Staff discount site offering special perks for employees.	All staff eligible.
Give as you earn (GAYE)	Membership to scheme to enable employees to make donations exempt from National Insurance.	All staff eligible.

Work life balance

Benefit	Details	Eligibility
Flexible hours	10am to 4pm are core hours. Office hours are 8am to 6pm	All staff eligible.
Hybrid working/ work from home	Opportunity to work remotely and in the Impetus office. All staff are expected to attend at least two days per week in the office as well as regular Impetus in-person events such as staff away days, training events and a monthly Townhall meeting where we come together in person for lunch and intentional cross-team working. More regular home working may be agreed through a flexible working request.	All staff eligible.

Work life balance

Benefit	Details	Eligibility
Annual leave	28 days plus bank holidays (this includes three days between Christmas and New Year) pro-rata for part time staff.	All staff eligible.
	Flexible bank holidays. Staff can choose to work on five of the UK bank holidays and use their annual leave on alternative days (except for those bank holidays that fall during Christmas Closure).	All staff eligible.
	Birthday leave – staff can take a day of leave on their birthday (or the closest available working day if it falls on a bank holiday or weekend)	All staff eligible.
	Ability to carry over a maximum of five days with any additional days to be at discretion of relevant member of SMT and Director of Finance and Operations and allowed only on an exceptional basis	Staff with three years service.
	After three years service staff will receive an additional two days annual leave (pro rata). Total entitlement 30 days per year.	Staff with three years service.
Unpaid leave	Option to request additional unpaid leave. Employees can request up to five days unpaid leave per year (pro rata).	All staff eligible (after one months service).
Charitable duties or volunteering	Four half days leave per year subject to agreement from line manager and HR.	All staff eligible.

Family Friendly

Benefit	Details	Eligibility
Maternity leave	Statutory Maternity Leave (SML) - 52 weeks.	All staff eligible subject to statutory requirements.

Family Friendly		
Benefit	Details	Eligibility
Maternity pay	Statutory Maternity Pay (SMP) – six weeks at 90% salary followed by 33 weeks at SMP rate.	Continuously employed for at least 26 weeks up to any day in the “qualifying week” (15th week before the child is expected).
	Occupational Maternity Pay (OMP) –13 weeks at full pay followed by 33 weeks at Statutory Maternity Pay (SMP) rate	Continuously employed for at least 52 weeks up to any day in the “qualifying week” (15th week before the child is expected).
Paternity leave	Statutory Paternity Leave (SPL) – two weeks.	All staff eligible subject to statutory requirements.
Paternity pay	Occupational Paternity Pay (OPP) – four weeks at full pay.	Continuously employed for at least 26 weeks up to any day in the “qualifying week” (15th week before the child is expected).
	Allows staff to claim money back for health treatments and access to services. Also includes employee assistance, discounted rates to health partners and gym memberships.	Continuously employed for at least 52 weeks up to any day in the “qualifying week” (15th week before the child is expected).
Adoption leave	Statutory Adoption Leave (SAL) maximum 52 weeks.	All staff eligible subject to statutory requirements.
Adoption pay	Statutory Adoption Pay (SAP) six weeks at 90% followed by 33 weeks at SMP rate.	Continuously employed for at least 26 weeks up to any day in the week they were matched with the child.
	Occupational Adoption Pay (OAP) – 13 weeks at full pay followed by 33 weeks at Statutory Adoption Pay (SAP).	Continuously employed for at least 52 weeks up to any day in the

Family Friendly		
Benefit	Details	Eligibility
		"qualifying week" (15th week before the child is expected).
Shared parental leave	Statutory - maximum 50 weeks.	All staff eligible subject to statutory requirements.
Shared parental pay	Statutory Shared Parental Pay (ShPP) - maximum 37 weeks at ShPP rate.	Continuously employed for at least 26 weeks up to any day in the "qualifying week" (15th week before the child is expected).
	Occupational Shared Parental Pay (OShPP) - 9 weeks at full pay.	Continuously employed for at least 52 weeks up to any day in the week they were matched with the child.
Parental leave	Statutory - 18 weeks of unpaid leave.	All staff eligible subject to statutory requirements.
Compassionate leave and pay	Discretion of line manager (up to five days paid).	All staff eligible subject to criteria (which include, for example, closeness of family member in event of death in family).
Parental Bereavement leave and pay	Two weeks paid leave.	All staff eligible subject to statutory requirements.
Dependency leave and pay	Discretion of line manager (up to five days paid).	All staff eligible subject to criteria.
Carers leave and pay	One week paid leave	All staff eligible subject to statutory requirements

Professional Development		
Benefit	Details	Eligibility
Learning and development	A range of organisational and individual training and development opportunities. Budget - £750 is allocated to each individual annually, plus a central budget agreed annually.	All staff eligible.
Professional subscription	May be able to help - discuss with line manager and HR.	Relevant to role.
Professional qualification	May be able to help - discuss with line manager and HR.	All staff eligible.
Sabbatical leave	Opportunity to request up to three months unpaid sabbatical leave.	After 10 years' service.