

CLIENT CASE STUDY

THE BRIEF

A small London-based charity was exploring growth and considering the addition of one or two new hires. Before moving forward, they needed clarity and consistency across their structure: job descriptions weren't fit for purpose, expectations weren't clearly documented, and there was no transparent view of how salaries compared to the wider market or similar organisations.

THE APPROACH

- Review the organisation's structure and growth plans to ensure roles align with future needs
- Audit and update job descriptions, mapping responsibilities and scope against the current structure
- Create a bank of updated job descriptions and a standard template for future use
- Produce job evaluation and salary benchmarking reports using UK, London and charity sector salary norms, including key findings, risks of inaction and clear recommendations
- Draft a job advert aligned to the updated role design and market positioning

THE RESULT

By the end of this project, the charity had:

- A complete bank of up-to-date, clearly defined job descriptions
- A consistent job description template to support future growth and internal clarity
- A salary benchmarking and evaluation report for every role, providing transparency and confidence in pay positioning
- A draft job advert ready to use if/when a new role is approved

The organisation now has a clearer foundation to support growth, with role clarity, stronger documentation and evidence-based salary data to guide decisions.

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