

Hiring: Chief of Staff

[60 Decibels](#) is a tech-powered, impact measurement company that makes it easy to listen to the people who matter most. We've been in business as an independent entity since early 2019, when we spun out of the global Impact Investor [Acumen](#).

Our firm belief is that the best way to understand social impact is by talking to the people experiencing that impact. It sounds obvious when you say it, but that is not the typical practice for many impact investors, corporations and foundations working to create social change.

We collect social Impact data directly from beneficiaries (customers / employees / suppliers) via a network of 800+ trained researchers in 60+ countries. We do it quickly and without some of the fuss typically associated with measuring impact. Our researchers speak directly to customers to understand their lived experience; and our team turns all this data into benchmarked social performance reports, with accompanying insights, to help our clients demonstrate and improve their social performance.

By making impact measurement simple and scalable, we not only enable organizations to make improvements in the products and services they've designed to serve beneficiaries; but also help transform what it means to credibly measure impact, ensuring that the voices of those who matter most are always part of the story. **If you're similarly passionate about our mission and excited about the opportunity to help grow a dynamic business, we're looking for a Chief of Staff.**

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About the role: This is an operations, strategy, project management, implementation, make stuff happen role. You will work directly with our Managing Director (Kasia) to make all aspects of our service delivery more efficient and higher quality, partnering with her to run the 60dB Services team more effectively. And, as the foundation for the 60dB Services business strengthens, you will increasingly partner with the Managing Director to explore and develop new products for 60dB, new go-to-market channels, and other ways to optimize and expand our offering to better serve our clients' needs. To succeed in this role, you need a combination of strategic chops, an ability to think on your feet, problem-solving skills and to be a builder. You also need a can-do, get your hands dirty attitude—quick to complete tasks big and small because that's what it takes to make a startup succeed.

Specifically, the Chief of Staff will:

- Support the Managing Director (MD) in running the 60dB Services business (50+ FTEs), including forecasting revenue and resourcing needs, tracking progress against forecast, designing and generating weekly / monthly KPI dashboards, building out all infrastructure to automate manual processes.
- Product development, e.g. designing and testing new ways to share insights with clients (videos, infographics), new survey methods (WhatsApp, focus groups), and broader design and positioning of our offering.

- Support the roll-out of quality-assurance initiatives across the team.
- Support in the exploration of new market opportunities, ranging from working with private equity, consultancies to corporate clients.
- Work cross functionally, specifically with our Operations team and Engineering team, to trouble-shoot, design, and support with the roll-out of new initiatives that make our work better.
- Support the MD in ad-hoc tasks as needed, ranging from Business Development material for prospective clients, team administration, and anything and everything that the MD has on her plate.
- Represent 60 Decibels at external meetings and events.
- Model our company values

About You: First and foremost, you bring compassion and dedication to this work because it matters to you. More broadly this role is for someone with a proactive rather than reactive disposition; someone happy to manage uncertainty and work independently if needed. You will be great at generating ideas, and letting go of many of them too (i.e. you're not too precious); you err toward "yes, and..." rather than "no, but..."

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You have an eye for detail, thrive in an environment where you are juggling multiple things at once, and take personal accountability seriously: i.e. when you say you're going to do something, you do it. You're a natural problem-solver and builder. You like to run experiments, and love beautiful design. Other characteristics that will help you succeed in this role and be a great cultural fit, especially with Kasia, who values authenticity, a sense of fun, and a 'roll-up-your-sleeves-and-jump-in' attitude.

We also expect that most candidates will have had the following experiences / attributes. If your experience set differs, but you think you're the right person for the job, say that in your application.

- 8+ years' experience in consulting, start-up, impact investing or corporate environment, working across a variety of projects / teams, ideally across functions.
- A natural affinity towards data, and high level of proficiency with analysis: you see a data-set and straight away envision how it can be presented to make it easy for the audience to understand and take action based on it.
- An orientation towards, and passion for, 'client-delight': you are always asking yourself 'what can we do to improve our customer/client experience?'
- Excellent powerpoint and excel skills. High levels of comfort with new technology and software (e.g. we use Airtable and Qualtrics extensively and are often testing new platforms).

- Superb communication skills, both verbal and written.
- Great core skills of problem solving, teamwork, and project management. And great soft skills, plus the understanding that they're not really "soft" at all
- Knowledge and passion about supporting business to tackle global challenges.
- Comfort in a fast-paced, entrepreneurial environment; awesome ability to prioritize and manage multiple workstreams; general interest in and orientation to technology

Interested in Applying?

Deadline: Candidates are encouraged to apply early, as applications will be reviewed on a rolling basis..

Location: The Chief of Staff will join the team in our London office.

Compensation: 60 Decibels offers a competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment.

Application: To apply please fill out [this application form](#) where you will be asked to upload:

1. Your resume
2. Two short videos (2-3 minutes per video) in which you respond to the following questions:
 - a. Video 1: Tell me your story: e.g. where you're coming from, what you've done in the world that you're passionate about (in work or otherwise), your ambitions for your future, or whatever else you think is relevant in explaining who you are.
 - b. Video 2: Why do you think you are a good fit for this role? What are the unique strengths you bring, and what are your weaknesses?

We're excited to hear from you!

Want to get to know us a little better?

> Sign up to receive [The Volume](#), our monthly collection of things worth reading.

> Visit our website at 60decibels.com.

> Read about our team values [here](#).