



**Community and Social Impact Internship
Candidate Information Pack**

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Introduction

Thank you for your interest in this exciting opportunity to join London Heritage Quarter.

This six-month internship offers a unique opportunity to gain hands-on experience, develop new skills, and contribute meaningfully to London Heritage Quarter's community and social impact activities. As an intern, you'll be welcomed into a supportive team environment where curiosity, initiative, and fresh perspectives are valued. Throughout the placement, you'll take on real responsibilities, receive guidance from experienced colleagues, and build confidence in a professional setting that encourages growth.

This pack outlines what you can expect from the role, the team, and the learning journey ahead.

About Us

London Heritage Quarter is the collective of four South Westminster Business Improvement Districts (BIDs) – Victoria, Victoria Westminster, Whitehall and The Northbank. Stretching from Belgravia through to Parliament Square, Strand and on to the Royal Courts of Justice, the four districts cover some of central London's most iconic locations and visitor destinations, as well as thousands of businesses from FTSE 100 companies to smaller creative businesses and start-ups. London Heritage Quarter works closely with Westminster City Council and other partners to support business growth, enhance the environment and lobby on behalf of diverse business communities.

London Heritage Quarter has driven lasting improvements across central London, making our shared spaces safer, cleaner, more inclusive, and vibrant for all. By working collectively and collaboratively across the four districts we deliver tangible outcomes that reflect our commitment to the people and places we serve. Our work is guided by the 5-year business plans of each BID and focuses on core work themes including Placemaking, ESG, Destination, Cleaning & Greening, and Community Safety & Business Resilience.

The Role

As an intern, you will gain experience across a wide range of exciting activities, including:

- Supporting the design and delivery of community engagement, wellbeing, and social impact projects
- Helping to build and maintain partnerships with charities, education providers, cultural organisations, businesses, and public sector stakeholders
- Contributing to programmes that promote equality, diversity, inclusion, mental health awareness, wellbeing, and environmental, social and governance (ESG) outcomes
- Supporting skills development, employability initiatives, and volunteering programmes that connect people with employers and opportunities
- Assisting with corporate volunteering schemes that enable businesses to support local charities
- Helping to establish and monitor project KPIs, track progress, and support reporting and evaluation
- Supporting project coordination and managing external suppliers and consultants where required
- Contributing to reports and social media posts on project progress, outcomes, and community impact
- Supporting the development of funding applications and grant proposals to secure external investment for community initiatives

Projects You'll Work On

You will gain exposure to a diverse and exciting portfolio of projects, such as:

- A nine-month curated programme including Her Voice (to Apr 2027): a theatre-based programme supporting young women in London who have experienced unsafe environments, and Man in the Making (Sept-Oct 2026): a performance programme exploring and challenging stereotypes around masculinity.
- A collaborative project with the Sir Simon Milton Foundation delivering festive food hampers to vulnerable and elderly Westminster residents during the Christmas period, supporting wellbeing and reducing isolation.
- A creative development programme called Royalties London delivered in partnership with Volcano, supporting young people interested in culture, events, and project delivery, building on the success of last year's group.

What You'll Gain

This internship offers a rare opportunity to gain practical experience at the heart of community and place-based social impact work. You will develop skills in project delivery, partnership working, stakeholder engagement, monitoring and evaluation, and funding development.

You will be supported to build confidence working with a wide range of organisations across the public, private, and voluntary sectors.

Job Description

This job description provides a general guide to the major accountabilities of this role. It is not a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.

Basic Details	
Position Title	Community & Social Impact Intern
Location	54 Wilton Road, London SW1V 1DE
Reporting & Peers	
This role reports to	Community & Social Impact Lead
Other reporting relationships	Head of Sustainability and Infrastructure
Key peers	LHQ colleagues
Positions reporting to this role	None
Roles & Responsibilities	
Purpose of this position	To support the Community & Social Impact Lead in delivering community and social impact programmes and projects that strengthen local partnerships, support BID members, businesses, workers and residents, and contribute to positive social, economic and community outcomes across the BIDs. You will occasionally be required to attend meetings, events, volunteering activities or stakeholder sessions outside of normal working hours.
Key objectives	Support the planning, coordination and delivery of community and social impact activity from initiation through to completion. Assist with ensuring projects align with the BIDs' objectives and strategies.

	Support engagement and communication with BID members, businesses, community partners and stakeholders, including Westminster City Council. Gain experience in how BIDs develop and deliver projects that create positive social impact.
Key responsibilities	Support the delivery of community engagement, wellbeing and social impact projects and programmes that benefit local businesses, residents, young people and community groups. Assist with building relationships with charities, education providers, cultural organisations, businesses and public and private sector stakeholders. Support activity that promotes equality, diversity, inclusion, wellbeing, social cohesion and positive environmental, social and governance outcomes. Assist with skills development, employability and workforce initiatives, including with supporting links between employers, students, young people and community organisations. Support the coordination of volunteering opportunities that enable corporate tenants and businesses to contribute to local community projects. Assist with project administration, including maintaining project documents, project programmes, timelines and updates and support the identification of risks, issues and dependencies. Support the collection of feedback, data, evidence and case studies to help monitor project progress, measure impact and showcase the BIDs' community, environmental, social and governance outcomes. Assist with preparing project updates, presentations, reports and communications for internal and external stakeholders, highlighting progress, outcomes and impact. Support research into community needs, partnership opportunities, funding opportunities and best practice. Attend meetings, events and activities to support delivery and gain experience of stakeholder engagement and project implementation. Contribute ideas and suggestions to support continuous improvement of projects and programmes. Support the Community & Social Impact Lead with other tasks and activities as required. Support the coordination of external partners, suppliers and stakeholders, helping to ensure activities are delivered effectively. Support research into funding opportunities and contribute to the development of funding applications and project proposals.

	Support the administration of project budgets and follow organisational financial procedures and approval processes. Represent the organisation positively and professionally when engaging with colleagues, partners and stakeholders. Follow organisational policies, including health and safety requirements and safe working practices.
Capabilities	
Qualifications	A degree (or be on track to graduate before starting the internship) in a relevant subject such as social sciences, geography, community development, sustainability, public policy, business, events, communications or a related discipline; Or an equivalent qualification or experience, such as a Level 6 apprenticeship, Higher National Diploma (HND) with relevant experience; Or demonstrable experience in community, voluntary or project-based work.
Job Function Technical Knowledge and Skills	Strong stakeholder engagement skills and an ability to engage effectively with multiple stakeholders to build trust and collaborative working relationships. Experience in collecting, collating and analysing feedback, data, evidence or case studies to monitor project progress, evaluate impact, and communicate outcomes effectively. Experience of supporting initiatives that advance equality, diversity and inclusion, promote wellbeing or social cohesion. Experience in undertaking research to inform decision-making. Strong written and verbal communication skills with experience of preparing or contributing to reports for a range of audiences. Good organisational skills, with the ability to manage multiple tasks and work to deadlines. An ability to work both independently and collaboratively as part of a small, supportive team. Good attention to detail and the ability to gather, organise and present information clearly. A positive, flexible and can-do approach, with a willingness to learn new skills and take on new challenges. An interest in project management, monitoring and evaluation, stakeholder engagement or funding bid writing. A genuine interest in community engagement, social impact, sustainability and creating positive outcomes for people.

	Confidence using Microsoft Office applications, particularly Word, Excel, PowerPoint. Experience with using SharePoint is desirable. Experience of supporting skills development, employability and workforce initiatives and helping build and maintain effective links between employers, students, young people and community organisations is desirable.
Experience	Experience of volunteering, community projects, student societies or other activities demonstrating initiative and teamwork is desirable. Experience of creating content for social media or digital communications is desirable.
General Standards and Expectations	
At all stages in the employment lifecycle – from recruitment to exiting the business – we seek to gain competitive advantage from leveraging increased diversity within our employee population. You will be encouraged to realise your full potential as a valued member of the Company. Everyone who works for London Heritage Quarter contributes to our success. By working together, we will stimulate innovation and generate a more exciting and rewarding environment in which everyone will feel valued and respected. Therefore, throughout our operations, you will be treated fairly and equally, irrespective of sex, marital status, sexuality, gender identity, age, colour, race, nationality, religion, ethnic or national origin, disability, working pattern, educational or social background. All employees must accept personal responsibility for compliance with the standard of conduct and align behaviour with the values of the Company. As an employee there are common standards of accountabilities that we would expect you to adhere to: - Perform duties with care, diligence, professionalism and integrity; Strive for the highest ethical standards, not just the minimum required to meet legal or procedural requirements but to deliver outstanding quality services to our customers (internal as well as external); Observe appropriate acts, regulations, determinations and lawful directions that relate to the performance of official duties; Treat colleagues with courtesy and be sensitive to their rights, duties and aspirations; Not take or seek to take improper advantage of any official information acquired in the course of official duties; Behave in a manner that maintains or enhances the reputation and professional standing of London Heritage Quarter and the BIDs; Complying with company health, safety and environmental protection policies and procedures that are relevant to your work;	

You are required to keep information relating to the business affairs of London Heritage Quarter and the BIDs, its clients and related third parties confidential;

Avoid the potential for any perceived or real conflict of interest or allegation of bribery or compromise;

In return, we are committed to providing a flexible, safe environment free from discrimination, bullying and harassment in which all employees are treated as equals and with respect.

Why Join Us?

At London Heritage Quarter, we are committed to creating a supportive, innovative, and inclusive work environment. You'll be part of a collaborative team driving real improvements in London's iconic heritage areas. We offer opportunities to grow professionally while making a visible impact in a unique and dynamic setting.

Benefits and Terms

- **Salary:** £26,936 per annum, pro-rated to £13,468 for a 6-month fixed-term period.
- **Duration:** 6 months, full time.
- **Working pattern:** 5 days per week: 4 days per week based at the London Heritage Quarter office, and 1 day working from home.
- **Leave entitlement:** You will receive statutory holiday entitlement, plus a pro-rata holiday allowance based on 25 days per year (equivalent to 12.5 days for this 6-month internship), and a birthday day.
- **Workplace pension:** London Heritage Quarter matches employee pension contributions up to a maximum of 5%. Currently, the employer pension contribution rate is 3%.
- **Health cash plan:** The health cash plan reimburses employees for the cost of a range of healthcare treatments. It also provides access to a comprehensive health and wellbeing services package, including a 24/7 virtual GP service, a 24/7 employee assistance programme (covering legal, debt and health advice), wellbeing resources and retailer discounts.
- **Professional subscriptions:** London Heritage Quarter reimburses the cost of an annual professional subscription where this is required for an employee to carry out their role.
- **Volunteering:** Employees are entitled to up to two days per year of paid leave to volunteer for charities of their choice.
- **Cycle to Work:** London Heritage Quarter has a company account with Cyclescheme a Cycle to Work benefit scheme.
- **Private medical insurance (PMI) scheme:** Employees are given the opportunity to join a comprehensive private medical insurance (PMI) scheme under a salary sacrifice arrangement.
- **Birthday:** Employees are entitled to a paid day off for their birthday each year.

Our Commitment to Equality Diversity and Inclusion

We are proud to be an equal opportunities employer and welcome applications from all backgrounds. We value diversity and are committed to fostering a fair and inclusive workplace where everyone is respected and empowered to succeed.

How to Apply

Please send your CV and a covering letter outlining why you are interested in this internship, how you meet the capabilities outlined in the Job Description, what you would bring to the role and what you hope to gain from the experience.

The closing date for applications is Sunday 6 September at 23:59. Please submit your application to info@london-hq.co.uk

Your CV and covering letter will be judged against the requirements for the role.

If you require any assistance with the application process, please contact us, on the email address provided.

The Selection Process

Interviews will be held at London Heritage Quarter's offices in London and are expected to take place during the week commencing 14 September.

If you are invited to interview, you will be asked to deliver a 10-minute presentation on a topic that will be shared with you in advance. You will be asked to provide a copy of your presentation in advance of the interview.