



RECRUITMENT INFORMATION PACK

LEARNING MANAGER

2017

Welcome

Thank you for your interest in applying to the School for Social Entrepreneurs. We have put together some information below which we hope will help you understand the organisation and the role. For more information please visit www.the-sse.org

About the School for Social Entrepreneurs

School for Social Entrepreneurs (SSE) is a charity that supports people using entrepreneurial approaches to tackle complex social problems. Our vision is of a fair and equal society where the potential of all people is fully realised.

SSE invests in individuals from all backgrounds who have practical ideas for change. We support people to start, sustain, and scale social enterprises, charities and community projects.

We run practical learning programmes and courses to support people from all backgrounds to realise their potential and bring about lasting social and environmental change. SSE uses an innovative learning approach, which focuses on real world issues and practices.

SSE is a registered charity and company limited by guarantee, established by serial social entrepreneur Michael Young in 1997. We believe, in the words of our founder Michael Young, that "Everybody has the capacity to be remarkable". Our core values are integrity, inclusivity and empowerment.

SSE London is based in London Bridge. SSE also has a network of Associate Schools (a social franchise) in the UK and internationally.

SSE is currently delivering a UK-wide five-year learning programme in 12 UK locations with the support of Lloyds Banking Group and Big Lottery Fund. SSE also has strategic partnerships with PwC, Linklaters, RSA Group and others.

About SSE in London

This role will be based within our central London offices at London Bridge. These offices are home to the Programmes & Learning team, which delivers SSE programmes in London and supports franchise schools to deliver programmes across the network, the Development & External Affairs team and the Finance and Resources team.

The Programmes & Learning team delivers a wide range of training courses and learning programmes in London including one day, 3 month and year-long courses. We work with over 500 'students' a year with recent / current programmes including:

- Start Up programme for social entrepreneurs looking to get a new project / organisation off the ground
- Trade Up programme for social entrepreneurs looking to establish a more sustainable trading base as a foundation for growth and scaling
- Scale Up programme for social entrepreneurs looking to take an existing organisation to the next level

- Community Business Trade Up Programme, in partnership with Power to Change
- Transition to Trading programme for charities and organisations looking to adapt their business model to introduce / increase their earned income
- Short workshops and training courses on Writing Successful Bids, Working with Corporates and Measuring Social Impact, among others.

Our programmes and courses draw heavily on the support of outside speakers who we refer to as 'witnesses' and 'experts'. We also have a large pool of volunteer SSE mentors that provide one-to-one support for students.

The Programmes and Learning team works hard to ensure all our activities are high quality and meet the needs of people and organisations seeking to achieve social change. We work supportively with colleagues in our UK and international franchise schools to learn from each other and to share good practice and ideas.

Our central offices in London Bridge are busy, friendly and dynamic with 27 staff based here. SSE is a vibrant organisation; we work entrepreneurially and are hugely committed to providing quality learning opportunities for social entrepreneurs. We continue to enjoy a period of expansion and development. Working here is engaging, exciting and demanding. If you are someone who enjoys creating solutions and contributing your ideas you'll enjoy how we work. We have a Senior Management Team that are approachable and open and a hugely committed and talented board of trustees.

About You

We are looking for someone who has great people skills, including facilitation and who ideally has experience of coaching and planning and delivering learning programmes. Ideally you will also have an understanding, and perhaps experience of, setting up and leading new projects and organisations. You will understand alternative learning models and share SSE's fundamental value of learning by doing. You will be able to form relationships quickly and work with openness and integrity. Above all, you'll be passionate about social entrepreneurship and helping people to develop. So as well as good facilitation and chairing skills, you will be able to help students draw out learning from external speakers that is useful for their own personal development and their organisations.

JOB DESCRIPTION

Role: Learning Manager

Reports to: Head of Learning

Salary: £35,471 – £36,254 depending on experience + 5%, pension

Hours: Full-time 5 days per week – part-time considered (normal office hours 10-6)

Contract: Permanent, subject to funding

Flexibility: There is an expectation that the successful candidate will be willing to adapt his/her working hours to suit the needs of the organisation. This may involve occasional evening and weekend work or travel within the UK.

Location: This role will be based at SSE's London Bridge offices in London

Role Purpose:

Working closely with SSE's Head of Learning, other Learning Managers and the Relationship Officer, you will design, plan, recruit students for and deliver high quality learning programmes and support for social entrepreneurs enabling them to develop organisations that have social benefit and contribute to their personal development as leaders of change.

1. London Delivery

1. Planning and delivering SSE's range of learning programmes and supporting social entrepreneurs who are developing a variety of projects from a start-up phase through to those leading established organisations.
2. Creating an exciting and secure learning environment, facilitating groups/groupwork and chairing external speaker sessions, with diverse cohorts of social entrepreneurs. Ensuring each student has a transformative and valuable experience and that they are enabled to make practical progress with their projects and achieve a level of personal development.
3. Providing one to one personal support for a number of students as part of their learning and to provide pastoral care for the cohorts.
4. Support colleagues in delivering SSE's mentoring programme and work effectively with partner organisations to help deliver a large scale mentoring project including mentor training.
5. To be able to run action learning sets for social entrepreneurs (with training if needed)
6. Recruiting social entrepreneurs onto SSE's learning programmes, including interviewing potential students, contributing to publicising programmes and undertaking

outreach to ensure SSE is fulfilling its mission in reaching social entrepreneurs and ensuring a diverse pool of applicants.

7. Managing recruitment of students to ensure a balance between a diverse cohort and the requirements of investors/funders and to review the recruitment process annually.

8. Working closely with colleagues to ensure high quality monitoring and evaluation systems are in place that comply with SSE's quality standards and participate in the audit of the London programmes.

9. To maintain effective relationships with freelance staff and volunteers ensuring the reputation of SSE is maintained and developed.

10. To contribute to developing a pool of learning resources and learning activities that are engaging and add value.

11. To support the organisation and delivery of events including SSE's graduations, dragon's den type events and other events that support the development of social entrepreneurs and the SSE.

12. To give talks and presentations to promote the work of SSE to wider audiences

13. To support the Relationship Officer (RO) in developing and nurturing SSE's pool of speakers and witnesses ensuring the programme provides stimulating and valuable input and that sessions are relevant and practical.

14. Working with the RO to maintain and develop relationships with speakers who contribute to the programme, providing appropriate briefings, ensuring speakers are welcomed, feel valued and want to continue to support SSE.

2. Supporting the SSE Network of Franchise Schools

15. Collaboration and peer learning with SSE's network of national and international franchise schools, to share information, advice and support.

16. Contributing to SSE's annual school audit which encourages best practice and ensures compliance with quality standards. To take forward recommendations and actions as necessary.

3. General responsibilities

17. Participate in regular one to ones with line manager as part of your ongoing personal development and training.

18. Carry out other tasks that are within the scope, spirit and purpose of the job.

Key relationships:

Although this post reports in to the Head of Learning, you will work very closely with the Relationship Officer and other Learning Managers and be supported by the Programme Manager, Administrator and Assistant. You will also work closely with our Sales & Marketing Manager in developing and facilitating short courses.

Person specification:

Experience - Essential

1. A proven track record of designing and delivering effective learning and support programmes using different learning styles to cater for a diverse audience
2. Experience of facilitating and working with groups.

Experience - Desirable

3. Experience of setting up and developing or managing a project, organisation or business with social purpose, including; fundraising and project development.
4. Experience of facilitating Action Learning Sets

Knowledge - Essential

5. Understanding of different styles of learning, coaching and facilitation.
6. Knowledge and understanding of Action Learning/Learning by Doing and how this relates to developing social entrepreneurs
7. Understanding of the issues experienced by social entrepreneurs and of the needs of individuals seeking to set up and develop organisations with social mission
8. An understanding of processes for ensuring and monitoring quality.

Knowledge - Desirable

9. Understanding and awareness of issues affecting the social enterprise or charity sector
10. Relevant training or qualifications e.g. in coaching, facilitation or business support.

Skills

11. An excellent ability to facilitate groups and individuals to ensure student learning (including coaching and training skills).
12. An ability to communicate and work effectively with a wide range of people including individual students, diverse cohorts, funders and other stakeholders in the SSE Network.
13. An ability to motivate, support and challenge social entrepreneurs
14. An aptitude for programme design and innovation.
15. Strong organisational ability and self-motivation to work without close supervision.
16. Ability to assess conflicting priorities, take appropriate action and manage difficult behaviour

17. Good presentation skills.

18. Computer/IT proficiency.

Attributes

19. A commitment to student-centred learning and an interest and belief in the capacity of individuals to create change and that their effectiveness can be increased through appropriate support and development.

20. An enthusiasm and ability to learn quickly about a range of subjects relevant to the SSE, from social enterprise to co-operatives, education to health, organisational development to marketing.

21. Drive, focus and good judgement.

22. Able to model transparent, open and informal behaviour with our students

23. Enthusiasm and interest around social entrepreneurship.

24. Commitment to on-going personal development and training.

25. Resourceful, adaptable and confident to be yourself.

26. Willingness to work flexibly as regards working hours and methods

TO APPLY

To apply for the role, please send a copy of your current CV and a covering letter (maximum 600 words) answering the following questions:

- 1. What attracted you to apply for this role?**
- 2. Why would you be an excellent Learning Manager for SSE in London?**

Please mention where you found out about the role and also include the names of two professional referees, including your current or most recent employer (not included in the 600 word count). Please note that referees will not be approached without your prior knowledge and only following a successful application and final interview.

Please send your application to lilli.cahill@sse.org.uk by 10am on Monday 13th November and title your email 'Learning Manager Application'.

First interviews will be held on Thursday 23rd November (we will let you know if you are invited to a first interview on Friday 17th November).

Second interviews will be held on Friday 8th December.

SSE is committed to eliminating discrimination and actively encouraging diversity amongst our workforce by developing a staff team that mirrors the rich diversity found in our student population. We will not discriminate with reference to age, gender, sexual orientation, race, colour, religion, marital status or disability.