



school for  
social  
entrepreneurs

## **RECRUITMENT INFORMATION PACK**

## **PROGRAMME ADMINISTRATOR (PT)**

**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](http://www.the-sse.org).

## About the School for Social Entrepreneurs

The School for Social Entrepreneurs (SSE) is the leading UK provider of learning programmes that support and develop social entrepreneurs: *individuals working entrepreneurially to create social benefit*.

We run practical learning programmes aimed at helping develop both the individual social entrepreneur and their organisation: our approach, and belief, is that social change is people-powered, and that the most valuable assets and resources we have are human ones. SSE supports social entrepreneurs who are working on a 'live' social project, through long and short duration 'action learning' programmes, comprising action learning sets, study sessions, expert witnesses, project visits and individual tutoring and mentoring.

In addition to the London School, based at London Bridge, SSE has a network of Schools comprising eight schools across the UK, one in Canada and one in India.

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 and is about to roll out a national learning programme for community businesses in partnership with Power to Change. SSE also has strategic partnerships with PwC, Linklaters, RSA Group and others.

SSE is a registered charity and company limited by guarantee, established by serial social entrepreneur Michael Young in 1997.

From our offices in London Bridge we run a wide variety of programmes for London based social entrepreneurs, ranging from one day workshops to year-long learning programmes. We also work closely with SSE's network of schools nationally and internationally supporting them to become financially sustainable, to provide social entrepreneurs with high quality learning and support and to manage and develop the SSE brand and external communications. For the UK network we also fund and manage a number of national programmes, which are delivered locally through our UK schools network. This role will play a key part in ensuring the effective delivery of those national programmes.

## **JOB DESCRIPTION**

### **Role Purpose**

- To implement and maintain efficient systems for programme administration.
- To lead on providing administrative support to nationally delivered programmes, ensuring the smooth running of student recruitment, programme delivery and reporting.
- To build and maintain great relationships and rapport with network school staff and students and to be a helpful and supportive point of contact.

### **Key Responsibilities**

#### **National Programme Administration**

*Currently this relates to the Lloyds Banking Group Social Entrepreneurs programme, delivered in partnership with all 8 of our UK schools in 11 locations to 260 students annually, and to Community Business Trade Up, recruiting now for delivery in 10 locations across England from January 2018. Specific programmes will change over time.*

#### *National Programmes Administration,*

- Support the Programme Managers to ensure all programmes are planned and delivered effectively and efficiently
- Check all student application and selection paperwork submitted and ensure it is complete and logged correctly in the system.
- Manage the distribution of student grant offer packs electronically and by post.
- Process and check students' grant paperwork
- Support the Grants Management Team with the processing of receipts from student grants and liaising with Finance Team on student payments.
- Organise diaries, logistics, paperwork and travel arrangements for selection panel meetings, mentor inductions and student graduation ceremonies
- Arrange training for new assessors as necessary
- Administer regular student surveys, chasing responses as necessary.
- Download and review data to report on student and programme performance, including generating data summaries to support mid- and post-programme reviews.
- Assist with the smooth running and maintenance of additional programmes and activities as necessary

### *Programmes Systems and Support*

- Establish and maintain appropriate administrative systems and processes to manage project milestones and deliverables
- Maintain accurate Salesforce CRM database records for all students applying and on SSE programmes, including updating records with any changes, withdrawals etc.
- Support programme data cleaning and migrating across the network schools while we upgrade our Salesforce system
- Provide support and guidance to network schools on the use of Salesforce for programme administration.

### *Team Support*

- Maintain regular contact with all UK schools and provide support as necessary
- Share best practice and support other administrators within the London office and across the UK and International Network
- Identify opportunities to simplify systems and processes to increase efficiency.
- Organise travel and accommodation for colleagues visits to local schools.
- Be the first point of call for network staff and student programmes queries by phone and email.
- Carry out other duties within the scope and spirit of the role.

## **Key Relationships**

The Programmes Administrator reports to the Network Director and supports the team as a whole, in particular working closely with the two Programme Managers.

Relationships with the staff from the UK schools are key to this role as are internal relationships across the SSE team in London.

## Person specification:

### Skills

- Organisational and project management skills, with experience of prioritising a number of concurrent projects and delivering to deadlines.
- Relationship management and communication skills, with the ability to relate to and support people at all levels and from a diverse range of backgrounds
- Written and verbal communication skills with experience of communicating at all levels internally and externally
- Excellent attention to detail and methodical approach to work
- Proficient in the use of Salesforce, or similar database system
- Proficient in Word, PowerPoint, Excel

### Experience

- Experience of maintaining office systems including databases, spreadsheets etc.
- Experience of co-ordinating diaries, meetings and events
- Experience of working in the third sector/ social enterprise sector. (Desirable)

### Personal Attributes

- Committed to addressing inequalities and social exclusion, with a clear interest in social enterprise
- Solutions focussed, entrepreneurial, resourceful and adaptable
- Friendly, approachable and professional
- Highly organised, able to prioritise a varied and fast paced workload and deliver to deadlines
- A team player committed to working collaboratively to achieve results
- Flexible, adaptable and capable of responding positively to new challenges

### Key Information

**Salary:** Starting from £25,119 - £26,250 (pro rata) depending on experience.  
5% pension  
25 days annual leave (pro rata)

**Hours:** 21 hours per week.  
Our normal office hours are 10-6.  
Some antisocial hours may be required from time to time.

**Contract:** Permanent

**Reports to:** Network Director

**Location:** This role will be based at SSE's offices in London Bridge and may involve occasional travel around the UK network of schools.

## To Apply

*To apply please send your CV and a covering letter answering the following questions:*

### **1. What attracted you to apply for this role?**

### **2. What would make you an excellent Programme Administrator?**

Please use no more than 800 words total to answer these questions

Please send your application to [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk) by midday on Monday 18<sup>th</sup> September and title your email 'Programme Administrator Application'

Interviews will be held on 25<sup>th</sup> September. Depending on the outcomes of the first interviews we may hold second interviews on 29<sup>th</sup> September.

Unfortunately due to our limited capacity we are unable to provide feedback to candidates not shortlisted for interview.

*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.*