



school for  
social  
entrepreneurs

## **RECRUITMENT INFORMATION PACK**

**PA and OFFICE MANAGER**

**Salary £25,480- + 5% pension**

## Welcome

Thank you for your interest in the School for Social Entrepreneurs. This pack provides all the information you need to find out more about us and the role of PA and Office Manager.

## About You

We are looking for someone who has fantastic administrative skills and great people skills. This is a fast paced busy environment so you'll need to enjoy working pro-actively, manage your own workload and manage conflicting priorities. You'll need excellent interpersonal skills and written communication skills, have the ability to act as the first point of contact for SSE and feel confident speaking to a range of people such as funders, students, regional schools and trustees. You'll want to build your career in charity administration as a Personal Assistant.

## Geography and Location of the Role

This role will be based within our Central London Offices at London Bridge.

## Our Culture

Our Central Offices in London Bridge are busy, friendly and dynamic with 21 staff based here (our team is constantly growing!). 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 SSE

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.

The SSE runs 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.

We operate as a social franchise and have eleven franchise partners operating in the UK, Ireland, Australia and Canada.

## About the Role

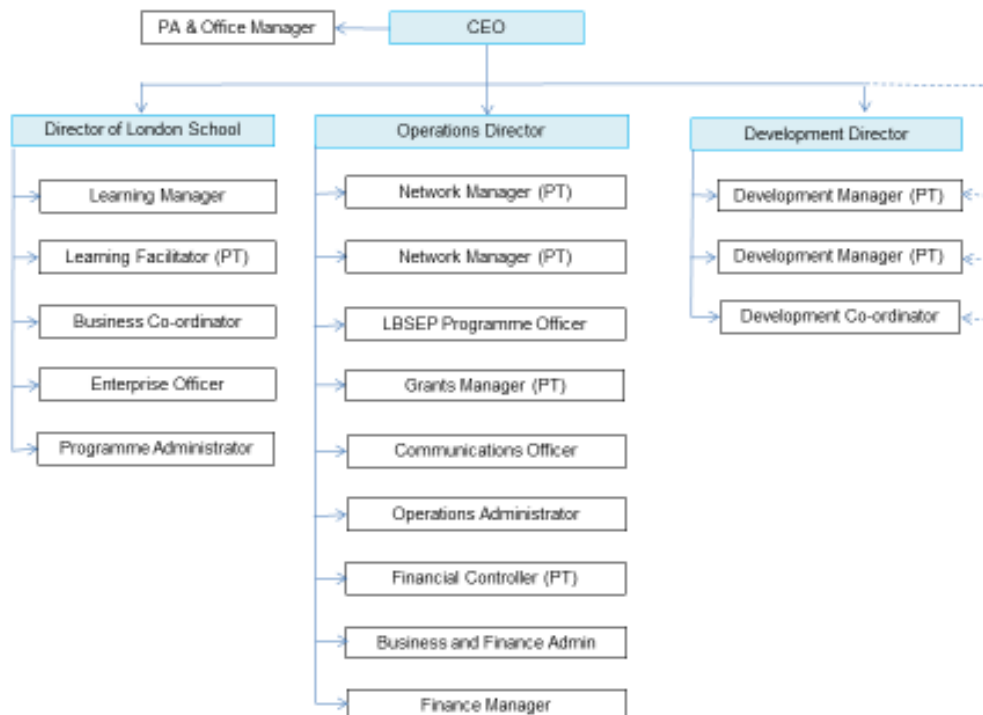
This is a critical role within the Central Office, with three main functions:

1. To support the Chief Executive
2. To manage the SSE Central office and reception
3. To provide administrative support to the wider SSE team

This is a great opportunity for anyone with a passion for social change and interest in the social enterprise sector to work closely with the CEO and be involved with all areas of the running of the organisation.

## The SSE team

The Central Office comprises 21 staff, working across three growing teams and the Chief Executive's office. Below is an organisational chart for your info:



## **JOB DESCRIPTION**

### **PA and OFFICE MANAGER**

**Reports to:** Chief Executive

**Salary:** £25,480 + 5% pension

**Hours:** full time 35 hours per week (normal office hours 10-6)

#### **Job Purpose:**

1. Providing support to the Chief Executive
2. Office management and reception
3. Providing general admin support to the School for Social Entrepreneurs (SSE) Team

#### **Chief Executive's support:**

- Provide full administrative support to the CEO, including diary management, making travel arrangements, drafting letters and other communications etc., to ensure that he is able to work effectively.
- Proactively plan and manage the CEO's diary and workload to ensure that tasks are prioritised and completed and delegating to relevant team members if appropriate. Taking tasks away from the CEO where possible and gatekeeping his schedule. You will also be responsible for arranging external meetings and following up on meeting outcomes, as well as internal meetings such as staff 1:1s.
- Managing the quarterly Trustee meetings by scheduling the meetings, preparing and proof reading the board papers and liaising with Trustees. You will also be required to attend board meetings and draft timely and accurate minutes and will be responsible for keeping a record of any actions and decisions agreed.
- You will be responsible for communicating with a large number of key SSE stakeholders, such as Trustees, corporate partners and other funders, as well as the senior management team and other staff.

## **Office Management:**

- Leading on all areas of office management to ensure the smooth operational running of SSE and ensure that there are effective systems and processes in place. You will be the first point of contact for the SSE Central office, taking responsibility for prompt, welcoming and effective communications.
- Providing reception services to the office and taking responsibility for providing a warm and prompt welcome to all visitors to SSE.
- Overseeing SSE's HR and Health and Safety responsibilities – this includes keeping staff holiday and sickness records and also liaising with an external HR consultant to create staff employment records and amend/create policies in line with current legislation. You will also lead on staff recruitment; advertising roles, collating applications and arranging interviews.
- Managing office supplies and stationery to ensure that the office is well stocked and reporting any maintenance or IT issues in a timely and effective manner.
- Ensuring SSE's IT and telephone services are suitable for the organisation's needs and managing the relationship with suppliers
- Managing external room bookings at SSE and promoting the service in order to generate additional revenue for SSE.
- Carrying out any additional responsibilities that are within the scope of the Office Manager role.

## **SSE Team support:**

- Arranging meetings and interviews.
- Providing general administrative support to the SSE Team.
- Assisting with student recruitment, answering student enquiries both on the telephone and via email and other administrative assistance as required.
- Co-ordinating room bookings for all elements of SSE programmes.
- Editing and updating the database of contacts (Salesforce).
- Organising catering for events where required.

## PERSON SPECIFICATION

### Experience

#### Essential:

- At least 1 year of experience in a similar role.
- Experience of administration and diary management.
- Experience of co-ordinating meetings and events.
- Experience of maintaining office systems including databases.
- Working with Microsoft Office, in particular Outlook to manage a busy diary/schedule.

#### Desirable:

- Experience within the charity sector.
- Experience of HR policies and procedures.
- Experience of preparing board meeting papers.

### Skills

- Multitasking a heavy workload.
- Great attention to detail.
- Highly organised and efficient.
- Ability to act as the first point of contact for the SSE (liaising with students, speakers, Regional Schools, funders etc).
- Ability to present written information clearly & logically.
- Ability to communicate with a wide range of stakeholders including students, funders and speakers. Ability to use judgement and adapt tone where appropriate.
- Ability to use initiative and work independently and manage your own workload successfully.
- Ability to prioritise work appropriately and juggling busy workload.
- Good IT skills; proficient in Microsoft packages (Outlook in particular), experience using CRM systems; Salesforce experience advantageous.
- Ability to adapt to change and respond positively to new challenges.
- Excellent telephone manner.

- Understanding strategic processes for a growing organisation. Business acumen advantageous.

## Attributes

- Keen to develop a career as a PA or Executive Assistant in the future.
- Proud of thorough administrative work.
- Enjoy working in environments where one is encouraged to use own initiative.
- Hard working and proactive.
- Assertive and confident in managing a busy diary.
- Able to work under pressure and to deadlines.
- Flexible and adaptable.
- Courteous.
- Keen to develop within the role and establish yourself within a growing organisation.
- Empathic with the SSE's aims and values.
- Friendly and positive.
- Ability to work with discretion and keep confidentiality where necessary.

## HOW TO APPLY

To apply for the role, please send a copy of your current CV (including details of 2 referees – these will only be contacted if you are successful) plus covering letter explaining your suitability for the role and answering the following questions (no more than one A4 side):

1. **What makes you an excellent candidate for this role?**
2. **What most appeals to you about being PA and Office Manager at SSE?**

Please send your application to:

[recruitment@sse.org.uk](mailto:recruitment@sse.org.uk)

### Recruitment Timetable:

Closing date for applications:

First interviews:

Second interviews (if required):

**11pm, Sunday 13<sup>th</sup> September 2015**

**Thursday 17<sup>th</sup> and Friday 18<sup>st</sup> September 2015**

**will be confirmed at a later date**