RECRUITMENT INFORMATION PACK

PROGRAMME ADMINISTRATOR

2016

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 Central and London School are 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 London School and the Network Team, who support SSE's international and UK schools outside of London.

The London School delivers a wide range of training courses and learning programmes 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
- Scale Up programme for social entrepreneurs looking to take an existing organisation to the next level
- SSE Local programme to identify and support social entrepreneurs working at a community / neighbourhood level
- 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.

The London School 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.

JOB DESCRIPTION

Purpose of the role

To ensure effective operational support is provided for programmes and courses run by the London School. You will act as the lead administrator for a number of courses and programmes and take responsibility for the smooth operation of these, working in close collaboration with colleagues who are delivering the learning programmes. You will also provide administrative support to colleagues for a range of other courses and programmes.

Key responsibilities

1. Supporting student recruitment and registration including advertising programmes, preparing application paperwork for shortlisting, interviews and selection panels, coordinating feedback to applicants, and circulating registration documents (e.g. learning agreements, pre-course surveys).

2. Scheduling programme and course dates and overseeing related logistics (e.g. room bookings, associates and delivery partners, course speakers, mentor matching evenings).

3. Circulating pre-course and programme information to students (e.g. programme plan, timetable, speaker details, location map, course date reminders).

4. Keeping a record of student attendance on the programmes, including updating the CRM database and alerting learning managers as necessary.

5. Fielding enquiries from prospective students and addressing queries from existing students / fellows, liaising with team members as necessary.

6. Project managing all operational support functions for the programmes you are leading including timelines, team member responsibilities, and expenditure budgets.

7. Overseeing and contributing to events run by the London School, including organising graduations for students (including promoting the event, inviting guests, securing a venue& catering and designing & printing of booklets for the events)

8. Downloading and reviewing data to report on student attendance and experience, including generating data summaries to support the Learning Team with mid- and post-programme reviews.

9. Providing task management support to the London School's Programme Assistant (e.g. booking lunches, setting up training rooms, visiting delivery venues).

10. Building and maintaining positive relationships with students attending SSE courses and programmes, providing a warm welcome to them and other visitors to the building.

11. Carry out other tasks that are within the scope, spirit and purpose of the role.

Key relationships

This post reports to the Director of London School. On a day to day basis you will work closely with the London School's Programme Officer, the Programme Assistant and the Learning Managers. Other key relationships include those with students and fellows.

KEY DETAILS

Reports to: Director of London School

Salary: Starting £24,627 to £25,735 + 5% pension

Hours: 35 hours per week (normal office hours 10-6). We would be happy consider 28 hours (4 days per week) if preferred.

Annual leave: 25 days

Contract: Permanent

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 post may involve occasional early morning, evening and weekend work or travel within the UK.

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

PERSON SPECIFICATION

- Highly organised, can manage a diverse workload effectively. This is a busy environment and you will be someone who enjoys having lots to do
- Excellent administration skills with a proven ability to work in a support role to ensure the smooth operation of programmes
- Strong project management skills, able to identify tasks, timelines, and responsibilities and coordinate efforts to meet requirements
- A good communicator, in person and on the telephone, who will be able to build relationships with people at all levels inside and outside the organisation
- Ability to input and analyse information and data from databases and spreadsheets, and present the results in clear and communicable ways
- Able to write well for different audiences
- Attention to detail
- Computer / IT literate

Desirable
- Previous paid work or voluntary experience in a charity or social enterprise
- Previous experience of managing expenditure against budgets

Personal attributes:
- Reliable, someone who will take personal responsibility for getting the job done well

- Planned and organised, able to prioritise a varied workload
- Friendly and a positive attitude, willing to be challenged and to try new things
- Someone who works well in a team and in a supportive role to team members
- Commitment to on-going learning and personal development
- Enthusiastic about working for a charity / social enterprise

TO APPLY

To apply for the role, please send a copy of your current CV and a covering letter (maximum 800 words) answering the following questions:

1. What attracted you to apply for this role?

2. Why would you be an excellent Programme Administrator for SSE's London School?

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 800 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 5pm on Monday 28th November and title your email 'Programme Administrator Application'. Interviews will be held on Monday 12th December. Second interviews (if required) will be held on the morning of Friday 16th 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.