



RECRUITMENT INFORMATION PACK

RELATIONSHIP OFFICER

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 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
- 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.

JOB DESCRIPTION

Purpose of the role

The purpose of the Relationship Officer role is to build, develop and maintain outstanding relationships with people who support the delivery of programmes and courses at SSE. It is a key role within the Programmes and Learning team as you will be primarily responsible for booking speakers on issues and topics relevant to our programme and course content, identifying new people to expand our pool of speakers, coordinating speaker bookings and information management, and ongoing hospitality and relationship management. You will also support the engagement and management of SSE mentors and pro bono suppliers and who volunteer their time to support SSE students and fellows.

Key responsibilities

Speaker booking, scheduling and record keeping

5. Lead, manage and coordinate speaker booking, supported by administrator colleagues, across multiple London programmes and courses, working closely with Learning Managers to understand programme objectives.
6. Ensure speakers are fully briefed and receive all necessary information prior to the event, working closely with the Learning Managers and Programme Assistant to achieve this.
7. Maintain up to date records of speaker biographies, bookings, and feedback using the CRM database and other systems as required, supported by administrator colleagues.
8. Manage speaker expense budgets for programmes and courses, monitoring spend and bringing any variances to the attention of the Learning Managers and/or Director as necessary.

Speaker pool development

1. Lead the development and management of SSE London's witness and expert pool, to provide a best-in-class speaker resource for SSE courses and programmes.
2. Identify, approach and recruit new speakers to meet programme needs, including working with your own networks and those of other externally facing colleagues, to build new connections.
3. Expand the number and diversity of people within our speaker pool.
4. Keep up-to-date with sector trends, including the needs of social entrepreneurs and social sector leaders, as a basis for identifying speakers who may be able to respond to these needs.

SSE Mentor Management Support

1. Working closely with the Learning Managers, play a supporting role in managing SSE's mentoring programme across multiple programmes
2. Develop clear and effective processes and systems to manage the SSE mentor pool
3. Develop excellent ongoing relationships and communications with SSE mentors

Relationship management & hospitality

9. Develop warm and effective relationships with our speakers and volunteer supporters to ensure they are greeted and looked after during their engagement with us.
10. Ensure that speakers and volunteer supporters both receive and have an opportunity to give feedback following their involvement.
11. Organise networking / thank you events for speakers and volunteers supporters throughout the year.

Other duties

12. Provide task management support to the London School's Programme Assistant in relation to the requirements of the role (e.g. sending confirmation emails to speakers, updating database records).
13. Liaise with staff across SSE's network of Schools to share contacts and exchange practice where relevant.

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

Key relationships

This post reports to the Head of Learning. On a day to day basis you will work closely with the Programme and Head of Learning and Learning Managers who design and deliver our programmes and courses. You will also work closely with the Sales and Marketing Manager, Programme Assistant, and Programme Officer. Other key relationships will be with existing and potential speakers and volunteers.

KEY DETAILS

Reports to: Head of Learning

Salary: Starting £30,665 to £31,585 pro rata + 5% pension
Hours: 21 hours per week (normal office hours 10-6)

Annual leave: 25 days pro rata
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

Knowledge/skills/experience:

- Strong knowledge and understanding of the social sector, including the issues and challenges facing social enterprises and/or charities
- A great communicator, in person and on the telephone, who will be able to build relationships with people at all levels inside and outside the organisation
- Previous experience of working with customers, clients and/or volunteers
- Computer / IT literate

Personal attributes:

- Reliable, someone who will take personal responsibility for getting the job done well
- Friendly and positive attitude
- Highly organised, someone who is comfortable working in a busy environment and having lots to do
- Close attention to detail to ensure accuracy
- 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

Desirable

- A network of contacts / connections that will help facilitate success in the role
- Previous paid work or voluntary experience in a charity or social enterprise
- Experience of Salesforce or similar customer relationship management system
- Managing expenditure against budgets

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 Relationship Officer 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 Wednesday 6th September and title your email 'Relationship Officer Application'. First interviews will be held on Tuesday 12th September. Second interviews will be held on the afternoon of Wednesday 27th September.

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.