

RECRUITMENT INFORMATION PACK

SSE Cornwall

ADMINISTRATOR

&

PROJECT COORDINATOR

July 2017

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 Engine Room Administrator and Project Coordinator at SSE Cornwall.

European Regional Development Programme (ERDF) - Engine Room Project

SSE Cornwall is a key delivery partner of the European Regional Development Programme (ERDF) Engine Room Project which offers specialist support to eligible businesses accessing the project.

Working closely with the CEO, Contract Manager and Engine Room Project delivery team, this role is crucial to ensuring the smooth running and coordination of the project. We work hard to ensure all our activities are of a high quality and work supportively with colleagues our Engine Room partners and international franchises to share good practice and ideas.

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.*

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, and two global schools, Canada and most recently India.

About SSE in Cornwall

Cornwall and the Isles of Scilly have a dynamic enterprise culture that is driving the social enterprise movement by creating sustainable social enterprises based on people, planet and profit. Cornwall's unique economic and geographic landscape lends itself to partnership and collaborative working, bringing added benefit across the public, private and social enterprise sectors.

Our office in Cornwall is busy, friendly and dynamic. 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.

About You

We are looking for someone who has great people skills and fantastic administrative and coordination skills with an ability to spin plates! This is a fast-paced busy environment so you'll need to enjoy working pro-actively. You will be able to confidently manage your own workload and manage conflicting priorities. You'll need excellent interpersonal skills and written communication and enjoy working as a part of a supportive and committed team.

JOB DESCRIPTION Engine Room Project

ADMINISTRATOR & PROJECT COORDINATOR POST

Reports to: CEO

Salary: £19,500 – pro rata

Hours: 22.5 hours per week (normal office hours 8:30am – 4:30pm)

Contract: Fixed Term from July 2017 – 30th Nov 2018 (subject to satisfactory completion of 3 month probationary period)

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

Location: This post is based in at the SSE Cornwall Offices, Health and Wellbeing Innovation Centre, Treliske, Truro, TR1 2FF, however, there may be a requirement for occasional travel.

Job Purpose

To support the SSE Cornwall Engine Room team:

- Liaising with the project team and maintaining a project overview
- Having an awareness and making the links between Engine Room clients, team and the wider partnership
- Circulating promotional material
- Managing Engine Room team diary
- Booking venues
- Assisting with workshop delivery days (as required)
- General Client management
- Administration, collating notes and maintaining robust records
- Circulating information, notes and handouts to Engine Room clients
- Collating Engine Room feedback and evaluation forms
- Gathering supportive evidence
- Collating and sending invoices to financial controller
- Minute taking at internal Engine Room team meetings
- Maintaining records of Engine Room operational and management meetings
- Take responsibility for the overall smooth running of the project and ensure communications remain fluid.

Office Management:

1. Be the first point of contact for the Engine Room project (telephone, in person, e-mail etc) – taking lead responsibility for prompt and effective communications
2. Manage and improve office information systems including contacts databases of Engine Room
3. Manage paper files and Basecamp

4. Be responsible for ensuring that the administrative requirements of funding contracts are met
5. Ensuring appropriate systems, records and client files are kept in line with ERDF Contract requirements
6. Manage office supplies and stationary
7. Manage the upkeep of the office e.g. ensuring it well organised, and presentable.
8. Provide administrative support for staff recruitment (including placing adverts, sending applications, tracking, preparing docs for interviews, keeping in touch with the candidates, dealing with payroll dept when new staff employed).
9. Undertake risk assessments for venues being used for delivery
10. Maintain office accident book
11. Oversee any office renovation
12. Arrange room bookings
13. Logistics (e.g. trains, flights, hotels, venues) for Engine Room project team.
14. Carry out other duties that are within the scope and spirit of the Administrator & Programme Co-ordinator role.

Marketing:

To work closely with the Engine Room Marketing Specialist to ensure that all opportunities to raise the profile of the Engine Room project are utilised.

Event Management (workshops and Engine Room events):

1. Designing professional invitation and distributing to appropriate invitees
2. Manage RSVPs efficiently in order to compile attendance sheets, name badges and table plans
3. Source venue, ordering catering / organising refreshments for smaller meetings
4. Liaising with venue representatives to organise audio visual requirements
5. Organising speakers and assisting with their travel arrangements / arrival at event
6. Preparing presentations / backdrop / music / running orders etc
7. Working alongside Contract and Finance Manager to organise event within budget scale

KEY RESULT AREAS

- To maintain the smooth running of the Engine Room project
- To provide support to the Learning Manager, Learning Facilitators, Finance & Contract Manager
- To provide support to Engine Room delivery teams
- To set up / maintain appropriate systems and records in line with funders requirements
- To work closely with the marketing manager to ensure all opportunities to market the programme are fully utilised
- To ensure that at all times the EU logo is appropriately used
- To ensure all events run smoothly, efficient and effectively
- To maintain a robust filing system to ensure that thorough records are maintained

Key relationships:

Although this post reports directly to the CEO, you will work closely with the Learning Facilitator, Finance & Contracts Manager, Learning Manager and Apprentice.

Our relationship with our partners is extremely important to us: this includes the wider SSE network, key local partners including Eden and Fifteen and importantly our Engine Room partners who include YTKO, Truro & Penwith College, Real Ideas Organisation (RIO) and Cornwall Neighbourhoods for Change (CN4C)

In addition, we maintain close contact with our Fellows who are our ambassadors and very much part of the organisations growth and development.

PERSON SPECIFICATION

Personal Attributes – we are looking for someone who is:

1. Highly organised, can manage a diverse workload effectively. This is a busy environment and you will need to enjoy being challenged and having lots to do.
2. Able and keen to develop new systems and processes to continually improve the efficiency of our work
3. Friendly with a positive 'can do' attitude.
4. Is keen to take personal responsibility for getting the job done well and will constantly look to improve and develop the work of the Engine Room project team. You'll need to enjoy being proactive, contributing your ideas and want to improve and develop our administration systems.
5. A great communicator, with outstanding interpersonal skills – you will love meeting a wide range of people and be interested in using your people skills to build good relationships for the benefit of the project.
6. Supportive of colleagues and will help out and get involved where necessary. Being flexible is important for our team dynamics; you will enjoy using your skills.
7. Able to write well and appropriately for different audiences; you will enjoy using your strong writing skills to convey complex information, to keep people informed and updated.
8. Good at detail, during busy and quieter periods communicating effectively with a wide range of audiences and conveying information.
9. Be interested in or even passionate about social entrepreneurship and social enterprise, and the potential of the sector to address inequalities.

Experience – it would be helpful (but isn't essential) if you: -

1. Have previously worked as part of a multi-disciplinary team
2. Have experience of ERDF project delivery
3. Have previous experience of administration (paid or voluntary).
4. Experience of organising a range of different events.
5. Experience of developing new administrative systems and processes
6. Track record of developing great working relationships with colleagues and customers
7. Had experience of Salesforce or similar customer relationship management system.

How To Apply

To apply, please send your CV (including two work related references) and a covering letter answering the following questions:

1. **What excites you about the prospect of working for the School for Social Entrepreneurs? (max 200 words)**
2. **What would make you an excellent Administrator and Learning Coordinator for the Engine Room project? (max 200 words)**

Please ensure you keep within the word count

Please either email your application to admin@ssecorwall.org

or send a hard copy by post to the following address:

[SSE Cornwall](#)
[Health & Wellbeing Innovation Centre](#)
[Treliske](#)
[Truro](#)
[Cornwall TR1 2FF](#)

To arrive no later than: **5pm Thursday 3rd August 2017**

If sending by email, please ensure your email subheading is:
Engine Room Administrator & Project Coordinator and your full name

Interviews will be held on:
Tuesday 8th August 2017