



school for
social
entrepreneurs

RECRUITMENT INFORMATION PACK

SSE Cornwall

LEARNING MANAGER

October 2019



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Welcome

Thank you for your interest in applying for the role of Learning Manager at the School for Social Entrepreneurs Cornwall.

We have put together some information below which we hope will provide some useful context and an understanding of the organisation and job role. You can also visit our website www.the-sse.org.uk for greater detail on the organisation. Please do contact us for a more in-depth discussion if you'd like more detail on the role after reading through this pack.

About the School for Social Entrepreneurs

SSE was founded in 1997 by Michael Young. Its mission is to address inequalities and social exclusion by supporting social entrepreneurs from all backgrounds to transform their talent into real social outcomes. The SSE runs practical learning programmes aimed at helping develop both the individual social entrepreneur and their organisation simultaneously: our approach, and belief, is that social change is people-powered, and that the most valuable assets and resources we have are human ones.

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

Our global network extends across the UK, 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 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.

This role will be based at the SSE Cornwall offices in Truro delivering programmes across Cornwall and the Isles of Scilly. This is a key role within our Cornwall School developing and delivering and overseeing the learning for a number and variety of programmes.

This role is part funded by ERDF and so will also lead on the learning as part of our recently secured Cornwall Locally Led Development (CLLD) Coast to Coast programme.

SSE Cornwall is an independent Community Interest Company however, our close working and liaison network of schools across the UK and internationally is fundamental to our working relationships.

Working closely with the CEO, Learning Facilitator(s) Finance Manager and Administrator & Programme Coordinator you will work collaboratively to design, plan and deliver high quality learning programmes and support for social entrepreneurs enabling them to develop organisations that have social benefit and contribute to their personal development as leaders of change.



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We work hard to ensure all our activities are of a high quality and work supportively with our national and global colleagues to share good practice and share new opportunities and ideas.

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.

In addition to a hugely committed and talented Board of Directors, SSE Cornwall was recently awarded Ambassador of Year at the prestigious Cornwall Business Awards 2019.

About Community Led Local Development

Community Led Local Development (CLLD) is an EU funded programme, helping Cornwall to thrive and grow by providing pathways to better economic opportunities by making positive change in core neighbourhoods across Cornwall.

The CLLD areas across Cornwall include:

- West Cornwall LAG
- Coast to Coast LAG
- Atlantic & Moor LAG
- South & East Cornwall LAG

The SSE Cornwall Development Programme will work in the Coast to Coast area which includes Camborne, Pool, Redruth, St Day and Illogan together with Truro, Falmouth-Penryn.

The aim of the SSE Cornwall Coast 2 Coast programme is to work at grass root level to identify and inspire local people by:

- working closely with partner organisations to help raise awareness of the programme and identify local participants
- support local people to recognise their own potential by working alongside like-minded people sharing ideas and experiences
- helping individuals to collaborate and work as part of team
- building resilience and resourcefulness
- supporting participants on every stage of their journey
- supporting participants to develop and broaden networks
- helping individuals to gain knowledge, skills and expertise and become respected leaders within their own community
- supporting SSE Fellows to become exemplar mentors

We aim to build the trust confidence and capacity of individuals and groups, introducing participants to inspirational people who have faced similar challenges and are now making a difference to their own lives and transforming the lives of others. We aim to support participants skills and knowledge, helping them to learn valuable business acumen skills to enable them to further develop their ideas, aspirations and inspire others within their own



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communities. Working collaboratively and effectively, we believe we can achieve great things.

'Everybody has the capacity to be remarkable' Michael Young

About You

You will have great people skills and be an excellent team player. You will be happy to lead the learning team and provide inspiration to our students and Fellows. You will have excellent business acumen skills and passion to make a real difference, both to the lives of individuals and to the local community.

You will have an understanding, and experience of, setting up and scaling your own social business or be able to demonstrate when you have successfully led on a project from inception to completion. You will understand alternative learning models and share SSE's fundamental value of 'learning by doing'. You will be able to form relationships quickly and work with openness and integrity. Above all, you'll be passionate about social entrepreneurship and supporting people to grow and develop. You will have an excellent eye for detail, be able to demonstrate experience of writing comprehensive reports, maintaining budgets, and recording outputs.

You will be well organised, have an ability to work at a high standard to pre-set deadlines. Bringing new ideas to the table to help with recruitment and programme planning and delivery with a good strategic overview. You will be expected to attend regular project meetings, and ensure you fully feedback any changes or updates to the delivery team.

You will be a creative and engaging facilitator who has experience of working with people, building confidence and capacity and encouraging them to explore new opportunities.



JOB DESCRIPTION LEARNING MANAGER

Reports to: CEO

Salary: £27,004 (pro rata) + pension contribution

Hours: 37.5 hours per week (full-time)

Contract: Fixed term until 31st June 2022 (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 organisation. This may involve occasional evening and weekend work or travel within the UK.

Location: This post is based in at the SSE Cornwall Offices, The Workbox, 30 Ferris Town, Truro, Cornwall TR1 3JJ with regular work and hotdesking required within the Coast to Coast geographical area. There will be occasional travel required across the UK, visits to the SSE Central (London) and other Schools in the Network for (occasional) events & training.

A vehicle and driving licence are essential for this role; car parking at the HUB will be made available.

Job Purpose:

1. To be responsible for the overall design and delivery of action learning programmes at SSE Cornwall.
2. To prepare, deliver and facilitate stimulating and effective study sessions for students, which reflect learning needs.
3. To take a key project management role in our ERDF programmes.
4. To promote ERDF investment in Cornwall SSE
5. To comply with EU regulations regarding publicity and communications including the use of EU Branding.
6. To deputise for the CEO in her absence



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7. To undertake a supervisory responsibility for supporting staff including external consultants.
8. To manage and support a range of speakers, mentors, freelance staff, facilitators, and tutors who will input into the programme. To ensure effective relationships are maintained and developed in the interests of the School and its student body.
9. To source new speakers, expert witness, mentors and facilitators reflecting diversity of student population and new issues arising in the sector
10. To provide personal tutoring for students (if required)
11. Play a supporting role in managing SSE's mentoring programme and work effectively with partner organisations to help deliver mentor training.
12. Recruiting social entrepreneurs onto SSE's learning programmes, including interviewing potential students, contributing to publicising programmes and undertaking outreach to ensure SSE is fulfilling its mission in reaching social entrepreneurs and ensuring a diverse pool of applicants.
13. Managing recruitment of students to ensure a balance between a diverse cohort and the requirements of investors/funders and to review the recruitment process annually.
14. To research, implement and review quality standards and accreditation systems which are relevant and transferable to all schools within the SSE Network and be responsible for the evaluation of programmes - working with and supervising external consultants as appropriate.
15. Build an effective body of learning resources and contribute to the development of the SSE Network
16. To support the CEO in developing and nurturing SSE's pool of speakers and witnesses ensuring the programme provides stimulating and valuable input and that sessions are relevant and practical.
17. Working with the CEO and Learning Facilitator(s) to maintain and develop relationships with speakers who contribute to the programme, providing appropriate briefings, ensuring speakers are welcomed, feel valued and want to continue to support SSE.
18. To be responsible for and manage recruitment of students with regard to the investors /funders criteria review the recruitment process annually.

19. To provide pastoral care for students on programme in SSE Cornwall.
20. In conjunction with the CEO and wider SSE team, host annual graduation event and other events to support and publicise the work of the school and its students and fellows.
21. Work with the SSE team to maintain an active alumni network for Fellows of the Cornwall School.
22. Organise specific delivery, logistics and administration for the learning programme
23. Maintain and develop quality standards within the Cornwall School learning programmes.
24. To research good practice in learning methodologies and social entrepreneurship and maintaining good networks with our partners.
25. Contributing to SSE's annual independent audit which encourages best practice and ensures compliance with quality standards. To take forward recommendations and actions as necessary.

Business Development

26. To work with other staff to ensure effective relationships are maintained and developed with investors and supporters of the school
27. To work closely with the CEO and other staff on fundraising, bursary scheme development and other financial support for programmes in Cornwall including writing bids, researching opportunities, attending relevant seminars/talks
28. To undertake outreach, participating in talks and events to promote SSE to wider audiences with view to recruitment and championing SSE and its approach to learning
29. Work with the CEO and Finance and Contract Manager management to ensure all project budgets are accurate, regularly updated and fed into company global budget.
30. To promote any future investment into the Cornwall SSE Programme

General responsibilities

1. Maintain regular and effective communication with SSE colleagues
2. Attend and actively participate in regular team meetings



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3. Participate in regular one to ones with line manager as part of your ongoing personal development and training.
4. Carry out other tasks that are within the scope, spirit and purpose of the job.
5. To carry out at all times, responsibilities with due regard to the Data Protection Act and current Data Protection Policy.
6. To carry out, at all times, his/her responsibilities with due regard to the Company's Equal Opportunities Policy
7. To work at all times within the code of the Health & Safety At Work Act 1974 and related legislation.

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication, organisation & leadership skills as well as self- motivation and self-confidence and a 'can-do' approach will remain essential qualities to fulfil this role.

Key relationships:

Although this post reports directly to the CEO, you will work very closely with the Project Manager & Learning Facilitator(s), Learning Manager, Finance & Contracts Manager, Marketing Specialist, Administrator & Project Coordinator.

We regularly welcome interns and apprentices into our core team.

SSE Cornwall designs, develops and delivers a range of programmes supporting social entrepreneurs to thrive. This would not have been possible without the support of our partners and so therefore, our relationships with internal and external partners is extremely important to us, we work collaboratively with them on both a strategic and operational with great respect at all times.

Key Result Areas

- To deliver a stimulating and effective SSE programme(s) across Cornwall, responsive to local need.
- To ensure target outputs are achieved for all contracts secured
- To manage and support a range of speaker's mentors, freelance staff, facilitators and tutors working on the Cornwall SSE programme

- To ensure the SSE Quality Standards and Best Practice Guide is adhered to at all times
- To maintain full monitoring and evaluation records of student's attendance and progression routes whilst attending the programme
- Ensure the learning team fully utilise the SSE CTM system (Salesforce)

PERSONAL & TEAM RESPONSIBILITIES:

- It is important that he/she is a good role model for the team, interns etc and a positive professional image is projected at all times
- To be responsible for his/her own self-development on a continuous basis.
- To carry out at all times, his/her responsibilities with due regard to the Data Protection Act and current Data Protection Policy.
- To carry out, at all times, his/her responsibilities with due regard to the Company's Equal Opportunities Policy
- To work at all times within the code of the Health & Safety At Work Act 1974 and related legislation.

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self- motivation and self- confidence will remain essential qualities to fulfil this role.

Key relationships:

Although this post reports directly to the CEO, you will work very closely with the Learning Facilitator, Finance & Contracts Manager, Marketing Specialist, Administrator & Project Coordinator and Apprentice.

Our relationships with partners are 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 we see as our ambassadors and very much part of the organisation's growth and development.

PERSON SPECIFICATION

Experience

Essential

1. A proven track record of designing and delivering effective learning and support programmes using different learning styles to cater for a diverse audience
2. Experience of facilitating and working with groups.

Desirable

3. Experience of setting up and developing or managing a project, organisation or business with social purpose, including; fundraising and project development.

Desirable

4. Experience of facilitating Action Learning Sets

Knowledge

Essential

5. Understanding of different styles of learning, coaching and facilitation.
6. Knowledge and understanding of Action Learning/Learning by Doing and how this relates to developing social entrepreneurs
7. Understanding of the issues experienced by social entrepreneurs and of the needs of individuals seeking to set up and develop organisations with social mission
8. An understanding of processes for ensuring and monitoring quality.

Desirable

9. Understanding and awareness of issues affecting the social enterprise or charity sector
10. Relevant training or qualifications e.g. in coaching, facilitation or business support.



Skills

11. An excellent ability to facilitate groups and individuals to ensure student learning (including coaching and training skills).
12. An ability to communicate and work effectively with a wide range of people including individual students, diverse cohorts, funders and other stakeholders in the SSE Network.
13. An ability to motivate, support and challenge social entrepreneurs
14. An aptitude for programme design and innovation.
15. Strong organisational ability and self-motivation to work without close supervision.
16. Ability to assess conflicting priorities, take appropriate action and manage difficult behaviour
17. Good presentation skills.
18. Computer/IT proficiency.

ATTRIBUTES

1. A commitment to student-centred learning and an interest and belief in the capacity of individuals to create change and that their effectiveness can be increased through appropriate support and development.
2. An enthusiasm and ability to learn quickly about a range of subjects relevant to the SSE, from social enterprise to co-operatives, education to health, organisational development to marketing.
3. Drive, focus and good judgement.
4. Able to model transparent, open and informal behaviour with our students
5. Enthusiasm and interest around social entrepreneurship.
6. Commitment to on-going personal development and training.
7. Resourceful, adaptable and confident to be yourself.
8. Willingness to work flexibly as regards working hours and methods
9. A good team player an excellent plate spinner!



To Apply

To apply please send your CV with two referees 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 Learning Manager for our social entrepreneurs? (max 300 words)**

Please ensure you keep within the word count.

Please send your application by email admin@ssecornwall.org or to the following address

SSE Cornwall
The Workbox
30 Ferris Town
Truro
Cornwall
TR1 3JJ

by 5pm Monday 21st October 2019

Please ensure your subheading is: **Learning Manager Application and your full name**

First round interviews will take place week beginning **24th/25th October 2019**

Additional information attached:

CLLD Coast 2 Coast Map showing core and functional areas



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