



school for
social
entrepreneurs

Recruitment Information Pack
Network and Programmes Administrator

2016

Welcome

Thank you for your interest in applying to School for Social Entrepreneurs. We hope this pack 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.

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): eight schools in the UK, and one in each of Australia, Canada and India.

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.

SSE is a registered charity and company limited by guarantee, established by serial social entrepreneur [Michael Young](#) in 1997.

The Network Team

This role is part of the Network Team, which has responsibility for supporting and developing SSE’s social franchise of schools nationally and internationally. The Network Team’s main focus is supporting all the network schools to be financially sustainable, to provide social entrepreneurs with high-quality learning and support, and to manage and develop the SSE brand and external communications.

Job Description

Role Purpose

- To lead on providing administrative support to nationally delivered programmes, ensuring the smooth running of student recruitment, programme delivery and reporting.
- To build and maintain great relationships and rapport with network school staff and students and to be a helpful and supportive point of contact.
- To provide administrative support to the Network team.

Key Responsibilities

National Programme Administration

Currently this relates to the Lloyds Banking Group Social Entrepreneurs programme, delivered in partnership with our eight UK schools in 12 locations across England and Scotland, to 300 students annually. The responsibilities below also relate to a new programme launching in January 2017 in London and the North West, then scaling to 10 deliveries across England from January 2018. Specific programmes will change over time.

- Support the programme lead(s) to ensure all national programmes are planned and delivered effectively and efficiently.
- Establish and maintain appropriate administrative systems and processes to manage project milestones and deliverables.
- Process, check and file all student applications.
- Maintain accurate Salesforce CRM database records for all students applying and on SSE programmes, including updating records with any changes, withdrawals etc.
- Act as first point of call for student queries by phone and email.
- Manage the distribution of student offer packs electronically and by post.
- Support the Grants Management team and Finance Team to process student receipts and make grant payments.
- Ensure all students submit quarterly surveys on time and chase where necessary.
- Organise logistics and paperwork for selection panel meetings, mentor inductions and student graduation ceremonies.
- Support schools to match and manage student mentoring relationships.

Network Team Support

- Schedule and support regular activities for network school staff (monthly CEO and Learning Manager calls, Virtual Action Learning Sets, Peer to Peer exchanges);

make and maintain calendar bookings, monitor attendance, collate feedback and evaluations.

- Organise Annual UK and Biannual International Network Away Days; venues, catering, travel, accommodation, speakers etc.
- Schedule the annual Quality Audit; book visits and calls for the auditor with all schools, organise and chase paperwork as necessary.
- Manage the logistics for the biannual Network Strategic Forum and associated preparatory meetings including room bookings, invites, agendas and minute taking.
- Coordinate inductions at SSE Central for all new Network School staff.
- Organise travel and accommodation for Network Team colleagues' visits to schools.
- Support the production of written materials including compiling and proofreading handbooks and other materials.
- Manage the Salesforce libraries, encourage the sharing of best practice, tools and templates across the network.
- Encourage and champion the use of Salesforce across SSE, including providing training to colleagues as required.
- Maintain regular contact with all UK schools and provide support as necessary.
- Share best practice and support other administrators within the London office and across the UK and International Network.
- Identify opportunities to simplify systems and processes to increase efficiency.
- Carry out other duties that are within the scope and spirit of a team support role.

Key Relationships

The Network Administrator reports to the Network Director and supports the Network Team as a whole, in particular working closely with the two Network Managers and the National Programmes Officer. Strong relationships with the staff from the eight national and three international schools are vital to this role as are internal relationships across the SSE team in London.

Person specification:

Skills

- Organisational skills, with experience of prioritising a number of concurrent projects and activities and delivering to deadlines.
- Relationship management and communication skills, with the ability to relate to and support people at all levels and from a diverse range of backgrounds.
- Written and verbal communication skills with experience of communicating at all levels internally and externally.
- Excellent attention to detail and methodical approach to work.
- Proficient in Word, PowerPoint, Excel and databases (Salesforce experience desirable but not necessary).

Experience

- Experience of maintaining office systems including databases, spreadsheets etc.
- Experience of co-ordinating diaries, meetings and events.
- Experience of building relationships with remotely based colleagues/partners (desirable).
- Experience of working in the third sector/ social enterprise sector (desirable).

Personal Attributes

- Highly organised, able to prioritise a varied and fast paced workload.
- Friendly, approachable and professional.
- A team player committed to working collaboratively to achieve results.
- Flexible, adaptable and capable of responding positively to new challenges.
- Solutions focussed, entrepreneurial, resourceful and adaptable.
- Committed to addressing inequalities and social exclusion, with an interest in social enterprise.

Key Information

Salary: Starting from £24, 627 - £25, 735 depending on experience.
5% pension
25 days annual leave

Hours: 35 hours per week. Normal office hours 10-6.
Some antisocial hours may be required from time to time.

Contract: Permanent

Reports to: Network Director

Location: This role will be based at SSE's offices in London Bridge and may involve occasional travel around the UK network of schools.

To Apply:

To apply please send your CV and a covering letter answering the following questions (in no more than 800 words in total):

1. What attracted you to apply for this role?

2. What would make you an excellent Network and Programmes Administrator?

Please send your application to lilli.cahill@sse.org.uk by Midnight on Sunday 25th September and title your email 'Network Administrator Application'.

Interviews will be held on Friday 30th September.

Unfortunately due to our limited capacity we are unable to provide feedback to candidates not shortlisted for interview.

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.

We welcome applications from different cultures, perspectives and experiences. We want to recruit, develop and retain the most talented people, regardless of their background.