RECRUITMENT INFORMATION PACK

PROGRAMME ADMINISTRATOR

(Part Time)

2018

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

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.*

We run 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. SSE supports social entrepreneurs who are working on a 'live' social project, through long and short duration 'action learning' programmes, comprising action learning sets, study sessions, expert witnesses, project visits and individual tutoring and mentoring.

In addition to the London School, based at London Bridge, SSE has a network of Schools comprising eight schools across the UK, one in Canada and one in 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 and is about to roll out a national learning programme for community businesses in partnership with Power to Change. 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.

From our offices in London Bridge we run a wide variety of programmes for London based social entrepreneurs, ranging from one day workshops to year-long learning programmes. We also work closely with SSE's network of schools nationally and internationally supporting them to become financially sustainable, to provide social entrepreneurs with high quality learning and support and to manage and develop the SSE brand and external communications. For the UK network we also fund and manage a number of national programmes, which are delivered locally through our UK schools network. This role will play a key part in ensuring the effective delivery of those national programmes.

JOB DESCRIPTION

Role Purpose

- To implement and maintain efficient systems for programme administration.
- To lead on providing administrative support to local and national programmes, ensuring the smooth running of student recruitment, programme delivery and reporting.
- To build and maintain great relationships and rapport with staff and students and to be a helpful and supportive point of contact.

Key Responsibilities

National Programme Adminstration

Currently this relates to the Lloyds Banking Group Social Entrepreneurs programme, delivered in partnership with all 8 of our UK schools in 11 locations to 260 students annually, and to Community Business Trade Up, delivered in 10 locations across England. Specific programmes will change over time.

- Support the Programme Managers to ensure all programmes are planned and delivered effectively and efficiently
- Check all student application and selection paperwork submitted and ensure it is complete and logged correctly in the system.
- Organise diaries, logistics, paperwork and travel arrangements for selection panel meetings, mentor inductions and student graduation ceremonies
- Arrange training for new assessors as necessary
- Administer regular student surveys, chasing responses as necessary.
- Download and review data to report on student and programme performance, including generating data summaries to support mid- and post-programme reviews.
- Assist with the smooth running and maintenance of additional programmes and activities as necessary

London Programmes Administration

Currently this relates to the London Fellowship programme, a 12 month Start Up learning programme for 15 social entrepreneurs delivered in our office in London Bridget. Specific programmes will change over time.

- Supporting student recruitment and registration including advertising programmes, arranging the logistics for Taster sessions and interviews, coordinating feedback to applicants.
- Scheduling programme and course dates and overseeing related logistics (e.g. room bookings, associates and delivery partners, course speakers, mentor matching evenings).
- Setting up learning agreements, programme information and surveys on the online student community.
- Keeping a record of student attendance on the programmes, including updating the CRM database and alerting learning managers as necessary.
- Fielding enquiries from prospective students and addressing queries from existing students / fellows, liaising with team members as necessary.
- Project managing all operational support functions for the programmes you are leading including timelines, team member responsibilities, and expenditure budgets.
- Overseeing and contributing to events, including organising graduations for students (including promoting the event, inviting guests, securing a venue& catering and designing & printing of booklets for the events)
- 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.
- Providing task management support to the London School's Programme Assistant (e.g. booking lunches, setting up training rooms, visiting delivery venues).
- Building and maintaining positive relationships with students attending SSE courses and programmes, providing a warm welcome to them and other visitors to the building.

Systems and Support
- Establish and maintain appropriate administrative systems and processes to manage project milestones and deliverables
- Maintain accurate Salesforce CRM database records for all students applying and on SSE programmes, including updating records with any changes, withdrawals etc.
- Support programme data cleaning and migrating across the network schools while we upgrade our Salesforce system
- Provide support and guidance to network schools on the use of Salesforce and other systems for programme administration.
- 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.

- Organise travel and accommodation for colleagues visits to local schools.
- Be the first point of call for network staff and student programmes queries by phone and email.
- Carry out other duties within the scope and spirit of the role.

Key Relationships

The Programmes Administrator reports to the Programme Manager. This role directly supports the two Programme Managers of the two national programmes. In addition this post will work closely with the other Programmes Administrator, Programmes Assistant, and Learning Managers in the London team.

Relationships with the staff from the UK schools are key to this role as are internal relationships across the SSE team in London.

Person specification:

Skills
- Organisational and project management skills, with experience of prioritising a number of concurrent projects 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 the use of Salesforce, or similar database system
- Proficient in Word, PowerPoint, Excel

Experience
- Experience of maintaining office systems including databases, spreadsheets etc.
- Experience of co-ordinating diaries, meetings and events
- Experience of working in the third sector/ social enterprise sector. (Desirable)

Personal Attributes
- Committed to addressing inequalities and social exclusion, with a clear interest in social enterprise
- Solutions focussed, entrepreneurial, resourceful and adaptable

- Friendly, approachable and professional
- Highly organised, able to prioritise a varied and fast paced workload and deliver to deadlines
- A team player committed to working collaboratively to achieve results
- Flexible, adaptable and capable of responding positively to new challenges

Key Information

Salary: Starting from £25,119 - £26,250 (pro rata) depending on experience.
5% pension
25 days annual leave (pro rata)

Hours: 21 hours per week.
Our normal office hours are 10-6.
Some antisocial hours may be required from time to time.

Contract: Permanent

Reports to: Programme Manager

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

To Apply

To apply please send your CV and a covering letter answering the following questions:

1. What attracted you to apply for this role?

2. What would make you an excellent Programme Administrator?

Please use no more than 800 words total to answer these questions

Please send your application to recruitment@sse.org.uk by midday on Monday 19th February and title your email 'Programme Administrator Application'

Interviews will be held on Wednesday 28th February. Depending on the outcomes of the first interviews we may hold second interviews on Friday 9th March.

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 wiill not discriminate with reference to age, gender, sexual orientation, race, colour, religion, marital status or disability.