



school for
social
entrepreneurs
scotland

Job Information Pack

Learning Manager

August 2018

School for Social Entrepreneurs – Scotland

Enquiries to Tracey Muirhead
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Background information

Thank you for your interest in applying for the role of Learning Manager at the School for Social Entrepreneurs. You are applying for a role at an exciting time for the school as we grow and develop our work. We are on a journey of growth and this role is a key part of this progress.

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. Please do contact me for a more in-depth discussion if you'd like more detail on the role after reading through this pack. I'm more than happy to chat through any aspect of the role or the work of the School for Social Entrepreneurs with you.

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*. SSE was founded in 1997 by Michael Young. His passion for social entrepreneurs and his vision for the School for Social Entrepreneurs still underpins all we do today.

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.

SSE supports individuals to realise their potential and to establish, scale and sustain social businesses across the UK, Canada and India.

About SSE in Scotland

SSE works on a social franchising model. Each school is an independent company (or hosted by another organisation) and operates in a clearly defined geographical location.

School for Social Entrepreneurs Scotland is an independent company. It was initially born in Fife in 2002 and since 2012 has been operating as SSE Scotland, delivering a distinctive year-long social entrepreneurs programme with investment from corporate partners and others. Whilst there are a number of organisations in Scotland providing short-term financial assistance and/or consultancy support to social entrepreneurs, the long-term support provided by SSE is unique. This enables us to genuinely accompany social entrepreneurs on their individual journey and help them to develop both the entrepreneurial know-how and emotional resilience they need to ensure the survival of their enterprise in the longer-term.

SSE Scotland is run by a small team. Tracey Muirhead is CEO of SSE Scotland with responsibility for leading and extending the reach of the school. The learning manager will lead the learning programmes and manage the facilitators we bring in to facilitate our long and short programmes. The school is supported with all its administration work by an administrator.

All staff work from home although are regularly out and about in the region. We will have virtual team meetings and meet up face to face when required.

This will be a one year role initially but we hope with further investment to extend this role into a permanent position.

Although the School for Social Entrepreneurs Scotland operates as an independent school, as a network we work together in numerous ways. This includes the nationwide delivery of a learning programme across the

UK and sharing knowledge and good practice across the globe. We also operate within a set of agreed quality standards which ensures that the work we do is of a consistently high standard across all schools.

About the Job

This job is exciting, challenging and demanding. During 2018/19 you will be working closely with all types of social entrepreneurs and liaising with SSE Fellows. You will also be helping to recruit further students for our 2019/20 programmes.

Our social entrepreneurs are our daily inspiration and being passionate about the SSE learning journey and how it supports these individual social entrepreneurs is critical to the role. The right individual will be capable of getting a lot done in a short period of time.

The key priority for the successful candidate will be to ensure excellent admin support for all programmes and support the CEO and Learning Manager to increase the profile of the school across Scotland.

About the Person

You'll be passionate about helping people to develop and about social entrepreneurship as a force for good. You will share SSE's fundamental value of learning by doing. You will understand alternative learning models and be aware of the longer term objectives of the learning journey for the Social Entrepreneurs.

You will be capable of working remotely and confident about managing your workload independently. You are expected to work from your own premises, using your own equipment and cover the costs of this as part of the contract.

How to Apply

Please email a copy of your CV, with a covering letter outlining your suitability for the post by addressing the Job Specification and two named referees with contact info, to Tracey Muirhead at info@ssescotland.org.

The closing date for applications is **5pm 7th September 2018**.
Interviews will take place on **26 September 2018**.

Ideally, we would like the person appointed into this post to start in **October**.

Additional Information

For more information or for an informal chat about the job role, please contact SSE Scotland on 07828030741/ info@ssescotland.org

Job Description & Person Specification

Post Title: Learning Manager

Reporting to: CEO

Fee: £120/day

Freelance Contract: An average 2.5 days per week.* 12 months fixed term contract, extendable to permanent subject to funding. Three month probationary period.

*It is anticipated this is a 2.5 days per week role; however there may be busier weeks than others. This is subject to prior discussion and agreement at the time of appointment. There is considerable flexibility within this role – the expectation is that the successful candidate will be willing to adapt his/her working hours to suit the needs of the organisation. This will include being available for a full day on each programme day. Most important is the right person is recruited for this role, so do have a discussion with the CEO of the school about what you can offer. There may also be occasional evening and weekend work.

Key purpose of role

You will provide effective and efficient administration & logistical support to the whole SSE Team. You will make sure the rest of the team has the resources, tools and support they need to enable them to focus entirely on delivering learning programmes, building stakeholder and partner relationships and generating funding and income.

Main Duties and Responsibilities

Communications

1. Be the first point of contact for all enquiries to SSE Scotland
2. Distribution of materials and information to students, facilitators, contributors, Board members & stakeholders
3. Collate, analyse and monitor feedback and make proposals for improvements
4. Manage the inputs and reporting and maintain the SSE CRM system (Salesforce)
5. Attend events where appropriate with the CEO and core team members
6. Coordinate and host PR activities, press releases and promotional campaigns/utilising social media as necessary.

7. In partnership with the CEO and Learning Manager help source, maintain relationships and support a wide range of freelance speakers, expert witnesses, mentors, facilitators and tutors throughout the student's involvement in the programme.

Planning & Administration

1. Arrange timetables, schedules, refreshments and room bookings for learning programmes
2. Assist with student recruitment, tracking, follow-up, interviews and feedback.
3. Plan and co-ordinate meetings, events and workshops; set agendas and prepare minutes
4. Plan and organise special events (e.g. graduation, networking, Mentor Match etc.)
5. Organise and take minutes at SSE Scotland Board meetings and others as required.
6. Maintain SSE Scotland manual and electronic records, databases, information systems and generate reports as required
7. Be responsible for ensuring the SSE Scotland website is kept up to date and relevant
8. Prepare, collate and present documentation for auditing and reporting requirements

Finance and Resources

1. Process and maintain effective records of orders and invoices.
2. Assist CEO with maintaining accurate financial records, including basic bookkeeping and preparing financial reports.
3. Take delegated responsibility for supporting CEO managing budgets for specified projects or events.

Programme logistics

1. Scheduling programme dates for all SSE programmes delivered at the School
2. Contributing to planning of the programmes
3. Confirming dates with experts, witnesses, tutors and facilitators to ensure the smooth running of the SSE programmes.
4. Preparing documents for study sessions and tutorials (in accordance with SSE standards) and distributing these to relevant individuals
5. Organising graduations for students (including promoting the event, inviting guests, securing a venue & catering and designing & printing of booklets for the events)
6. Updating study session materials such as PowerPoint presentations
7. Keeping a record of student attendance on the programmes
8. Organising catering for the programmes

9. Co-ordinate room bookings for study sessions

Learning team support

1. Provide general administrative support to the School Team
2. Assisting with diary management for the CEO and Learning Manager

Student & fellow communication

1. Assist with student recruitment (coordinating the process, booking venues and necessary freelance staff, scheduling, collating application forms, arranging interviews, sending confirmation letters etc.)
2. Meeting and greeting students on contact days on occasions
3. Handling telephone enquiries from potential students and providing concise information about SSEs programmes
4. Proactive student communication; keeping in contact with current students and potential students about timetables.
5. Being the first port of call for all student enquiries- building a rapport with students and being approachable, friendly and vigilant (noticing and being sensitive of when people may require additional support)
6. Keeping information relating to students and fellows updated on SSEs CRM
7. Liaising between students and their mentors
8. Being creative and finding new ways to keep engaged with the fellowship
9. Working to match students and fellows with volunteers through SSEs resource pool
10. Organising feedback interviews with unsuccessful applicants

General

1. Provide excellent customer service to internal and external customers
2. Promote anti-discriminatory practices in all work undertaken
3. Have a good understanding of the work and aims of SSE Scotland and participate fully in wider staff meetings and events as appropriate
4. Undertake training and development relevant to the role
5. Any other duties commensurate with the level of the post

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.