



school for
social
entrepreneurs

RECRUITMENT INFORMATION PACK

PROGRAMME ADMINISTRATOR

(28 hours per week)

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

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.

SSE is a registered charity and company limited by guarantee, established by serial social entrepreneur Michael Young in 1997. 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 London is based in London Bridge. SSE also has a network of Associate Schools in the UK and internationally.

SSE is currently delivering UK-wide learning programmes, for social entrepreneurs at start-up, trade-up and scale-up levels, with the support of Lloyds Banking Group and Big Lottery Fund. We have also been delivering programmes nationally for community business leaders in partnership with Power to Change.

About SSE in London

This role will be based within our central London offices at London Bridge. These offices are home to the Programmes & Learning team, which delivers SSE programmes in London and supports SSE schools to deliver programmes across the network, the Development & External Affairs team and the Finance and Resources team.

The Programmes & Learning team delivers a wide range of training courses and learning programmes including one day, 3 month and year-long courses. We work with over 500 ‘students’ a year with recent / current programmes including:

- Start Up programme for social entrepreneurs looking to get a new project / organisation off the ground

- Trade Up programme for social entrepreneurs looking to establish a more sustainable trading base as a foundation for growth and scaling
- Scale Up programme for social entrepreneurs looking to take an existing organisation to the next level
- Social replication and scaling short course for charities and organisations looking to replicate or scale their successful model
- Trading and sustainability programmes for established charities transitioning to more of a traded income model to become more sustainable
- Short workshops and training courses on Writing Successful Bids, Working with Corporates and Measuring Social Impact, among others.

SSE recently celebrated its 20 year anniversary and we are now ready for our next phase of impact, influence and growth. As part of this we have a range of new programmes coming up to design, plan and deliver. Our programmes and courses draw heavily on the support of outside speakers who we refer to as 'witnesses' and 'experts'. We also have a large pool of volunteer SSE mentors that provide one-to-one support for students.

The Programmes and Learning team works hard to ensure all our activities are high quality and meet the needs of people and organisations seeking to achieve social change. We work supportively with colleagues in our UK and international schools to learn from each other and to share good practice and ideas.

JOB DESCRIPTION

Purpose of the role

The purpose of the Programme Administrator role is to manage SSE's relationships with speakers and volunteers across multiple programmes, to make bookings and to manage and maintain systems for tracking them, as well as providing admin support for the management of SSE's pool of volunteer mentors.

It is a key role within the Programmes and Learning team. You will be primarily responsible for booking speakers on issues and topics relevant to our programmes, requested by Learning Managers, coordinating speaker bookings and information management, and ongoing hospitality and supporting relationship management, along with the Learning Managers.

You will also provide administrative and coordination support for the Learning managers with the engagement and management of SSE mentors, corporate volunteers and pro bono suppliers and others who volunteer their time to support SSE students and fellows.

Key responsibilities

Speaker booking, scheduling and record keeping

1. Lead, manage and coordinate speaker booking, across multiple London programmes and courses, working closely with Learning Managers, to identify programmes where speakers are still needed and to make bookings accordingly.
2. Ensure speakers are fully briefed and receive all necessary information prior to the event, working closely with the Learning Managers and Programme Administrators/Assistant to achieve this.
3. Provide speakers with timely feedback from sessions, taken from our session evaluations.
4. Maintain up to date records of speaker biographies, bookings, fee levels and feedback using the CRM database and other systems as required.
5. Manage speaker costs for programmes and courses, monitoring spend and bringing any variances to the attention of the Learning Managers and Programme Administrators/Assistant as necessary.

Speaker pool management

6. Maintain up-to-date records of the speakers in the pool, the themes they cover and their backgrounds and identify any gaps that Learning Managers need to be aware of, to increase the range and types of speakers in the pool.
7. Provide administrative support to Learning Managers in identifying, approaching and recruiting new speakers to meet programme needs, including providing information on SSE, how we work with speakers, and arranging meetings with Learning Managers.

SSE mentor and volunteer support

8. Working closely with the Learning Managers, play a supporting role in managing SSE's one to one support offers across multiple programmes
9. Maintain and develop clear and effective processes and systems to keep up-to-date records of mentor and volunteer biographies, matches with students and feedback using the CRM database and other systems as required.
10. Sending out e-mails to confirm matches with students and the process.

11. Provide support to the Learning Manager to plan events and calls with mentors and volunteers
12. Keeping track of when meetings have happened
13. Develop excellent ongoing relationships and communications with SSE mentors and volunteers
14. Providing admin support for SSE corporate mentoring, as required, to communicate and share briefings with students, corporate partners, and corporate volunteers.

Relationship management & hospitality

15. Support Learning Managers to develop warm and effective relationships with our speakers and volunteer supporters to ensure they are greeted and looked after during their engagement with us.
16. Ensure that speakers and volunteer supporters both receive and have an opportunity to give feedback following their involvement.
17. Support Learning Managers in organising networking / thank you events for speakers and volunteers supporters throughout the year.

Other duties

18. Liaise with staff across SSE's network of Schools to share contacts and exchange practice where relevant.
19. Carry out other tasks that are within the scope, spirit and purpose of the role.

Key relationships

This post reports to the Head of Learning. On a day to day basis you will work closely with the Programme Managers and Learning Managers who design and deliver our programmes and courses. You will also work closely with the Sales and Marketing Manager and Programme Administrators/Assistant. Other key relationships will be with existing and potential speakers and volunteers.

KEY DETAILS

Reports to:	Head of Learning
Salary:	Starting £25,747 to £26,906 pro rata + 5% pension
Hours:	28 hours per week (normal office hours 10-6). Open to these hours being spread over 5 working days, with shorter working days
Annual leave:	25 days, pro rata
Contract:	Permanent, subject to funding
Flexibility:	This post may involve occasional early morning or evening work.
Location:	This role will be based at SSE's London Bridge offices 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

Experiences:

- Knowledge and understanding of the social sector,
- Previous experience of working with customers, clients and/or volunteers
- 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:

- Reliable, someone who will take personal responsibility for getting the job done well
- Friendly and warm with a positive attitude
- Highly organised, someone who is comfortable working in a busy environment and having lots to do
- Close attention to detail to ensure accuracy
- Someone who works well in a team and in a supportive role to team members
- Commitment to on-going learning and personal development
- Enthusiastic about working for a charity / social enterprise

Desirable

- Previous paid work or voluntary experience in a charity or social enterprise
- Experience of Salesforce or similar customer relationship management system

TO APPLY

To apply for the role, please send a copy of your current CV and a covering letter (maximum 600 words) answering the following questions:

1. **What attracted you to apply for this role?**
2. **Why would you be an excellent Programme Administrator for SSE in London?**

Please mention where you found out about the role and also include the names of two professional referees, including your current or most recent employer (not included in the 600 word count). Please note that referees will not be approached without your prior knowledge and only following a successful application and final interview.

Please send your application to recruitment@sse.org.uk by 10am on Monday 5th November and title your email 'Programme Administrator Application'. First interviews will be held on Friday 16th November. Second interviews will be held on the morning of Tuesday 27th November.

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.