



school for
social
entrepreneurs

RECRUITMENT INFORMATION PACK
Director of Operations and Finance

January 2019

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

We can't fix issues like poverty, climate change and ill-health alone. That's why the School for Social Entrepreneurs exists. SSE helps 1,000 people a year develop the skills, strengths and networks they need to tackle society's biggest problems. It runs courses that equip people to start, scale and strengthen organisations that make a positive difference. But it is not a traditional school. Learning with SSE is inspiring, action-based and accessible. SSE supports people in others ways too, such as funding and mentoring. Lord Michael Young founded SSE as a charity in 1997, and it's grown to a network of schools across the UK, Canada and India. Together, SSE is changing lives and transforming communities.

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 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 vibrant organisation; we work entrepreneurially and are committed to providing quality learning opportunities for social entrepreneurs, community businesses and social sector leaders. 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.

This role will be based within our central London offices at London Bridge. These are busy, friendly and dynamic with 35 staff based onsite. The London office is home to the Operations and Finance team, which is responsible for leading, managing and delivering across all of SSE's HR, IT, facilities, governance, finance and risk work streams.

Job Description

Role Purpose

The purpose of this role is to build on SSE's existing operational capabilities and develop them into a confident, strategic and compliant Operations and Finance function.

Led by the Director, and supported by high performing individuals, the Operations and Finance function will look after all of SSE's assets; its people, its finances, its technologies, its facilities and its services contracts.

By adopting a service minded approach, these business-critical functions will partner with teams in the wider organisation and put SSE's students and their learning at the heart of SSE's operations and how it runs its business.

The Operations and Finance Director will join SSE's Senior Management Team. You will lead, and work with the wider team, to deliver the strategic and operational HR, IT, Risk, Premises, Governance and Finance objectives for the organisation and, where relevant, the wider network of schools.

You will line manage the Head of Finance, the Strategic Operations Manager, the Salesforce Project Manager and the Office Manager. You will also manage key relationships including external technology and digital advisors, HR advisors and legal advisors, as well as supporting your team to manage the relationships they hold (e.g. with auditors and other external professionals).

SSE is in a sound financial position and is now looking to invest in its next phase of development. This is a new role within the organisation and over the next few years there will be several opportunities for you to deliver significant and transformative change across a number of these work streams.

As such, this role is best suited to a collaborative leader with high emotional intelligence. This is a broad role and you will be comfortable working across a number of workstreams, willing to get up to speed quickly and manage a busy workload where necessary. You will be an energised and positive team player who is able to engage and collaborate with others, to work to specific goals to 'get things done', as well as to deliver longer-term projects and develop new ideas and opportunities. This role will work best for someone who is as motivated thinking strategically as delivering operationally.

Key responsibilities

Summary

- Contribute to the corporate leadership of SSE as a member of the Senior Management Team
- Lead, with support from relevant team members, the strategic planning and successful delivery of SSE's operational and finance management functions
- Lead and develop the Operations and Finance Team to deliver a financially robust, dynamic and compliant service across the organisation and wider network, where relevant
- Line manage relevant staff, setting clear and achievable objectives and monitoring quality and timeliness of delivery

Operations

- Working with the relevant team members, lead the overarching operational and financial strategic planning process and work with the wider SMT to ensure that the wider corporate strategy supports a sustainable organisation that thrives over the longer term
- Lead and nurture a motivated and high performing operations and finance team
- Work with external specialists and relevant team members to devise and deliver a technological and digital transformation project (more detail below)
- Modernise SSE's physical environment from that of a traditional static office to a more agile working environment
- Working with the Office Manager, manage contracts for SSE's office space and research new premises, as may be relevant in the future
- Embed SSE's values of inclusivity, empowerment and integrity throughout all aspects of its operations.

Technology

- Working with technology specialists and in consultation with relevant stakeholders, research and create SSE's technology and digital strategy for the next strategic period. This should include identifying a solution and pathway to implementation that maintains SSE as the leading learning provider for social entrepreneurs, community businesses and social sector leaders.
- Working with advisors and stakeholders, project manage and deliver the technology and digital strategy ensuring it completes on time, on budget and to specification
- Working with the Salesforce Project Manager, contribute to the design, build and roll out of a new CRM system, being an advocate for the Salesforce CRM system and supporting staff to embed it in their working practices where relevant
- Working closely with the Head of Finance, contribute to the capital expenditure budget setting ensuring SSE's solution remains current with developments in the learning industry
- Working with the Office Manager, ensure staff have the technology and protocols required to fulfil their own objectives.

Human Resources

- Working with relevant team members, maintain compliant and practicable HR policies and procedures and develop systems that enable more efficient working practices
- Advise and empower line managers and staff in managing HR responsibilities and entitlements
- Build and deliver an inclusive and diverse HR recruitment and retention strategy that attracts strong candidates and retains a motivated staff
- Foster a culture and way of working that supports inclusion, respects diversity and promotes individual and organisational well-being.

Finance

- Working with the Head of Finance, ensure SSE has the financial strategy required to be able to thrive as an organisation and extend its learning opportunities over the longer term
- Working with relevant team members, build the financial analytics and business insights to enable the SMT to assess strategic opportunities and optimise SSE's business model
- Working with relevant team members, ensure timely preparation and publication of the Trustee's Annual Report and SORP compliant annual accounts.

Governance and risk management

- Ensure compliance with all relevant statutory and regulatory bodies, including HMRC, Companies House and the Charity Commission and with SSE's own governing constitution
- Ensure SSE adopts best practice in its Governance practice and policies
- Provide advice to the Board, MD and CEO of any legal responsibilities prevailing upon the organisation
- Working with the Strategic Operations Manager, maintain an active risk register ensuring it is a live document that enables risk managed decision making at all levels within the organisation
- Act as SSE's lead for data compliance, and working closely with the Strategic Operations Manager, embed and maintain a data by design approach to organisational delivery across all of SSE's activities ensuring SSE remains compliant with GDPR and DPA requirements
- Attend meetings of the Board and, where relevant, the Finance and Risk Committee and submit written reports in advance of those meetings where necessary

Additional Responsibilities

- Play an active role in strategic reviews, planning cycles and other activities that contribute to wider organisational learning and development as relevant within the team and the organisation.
- If it is of interest to the post-holder, there may also be opportunities to support SSE students and alumni through involvement with our learning programmes.
- Carry out other tasks that are within the scope, spirit and purpose of the role.

Key Relationships

The Director of Operations and Finance reports to the Managing Director. The Director of Operations and Finance manages the Head of Finance (who manages a Finance Manager and Finance Officer), the Strategic Operations Manager, the Office Manager, and the Salesforce Project Manager, and works closely with the wider SMT and several external specialists.

Person Specification

Skills and Experience

Essential

- Knowledge/experience of managing and delivering across multiple workstreams such as HR, IT, Finance, Risk and Governance
- Experience of contributing to senior decision making
- Experience of setting and delivering strategies and operational workplans
- Knowledge of relevant statutory legislation and regulatory frameworks including Charities SORP, GDPR, etc
- Knowledge/experience of managing budgets and ability to perform financial forecasting and assess strategic opportunities
- Technologically literate with the ability to assimilate and evaluate a range of ICT solutions best suited to a learning and grant making organisation
- Experience of managing significant change over a sustained period
- Experience of managing projects to budget, deadline and specification
- Experience of line managing staff, including senior self-directed professionals
- Ability to analyse, critique and evaluate business data and insights

Desirable

- Experience of leading a departmental function
- Experience of working in the charity/social enterprise sector
- Relevant professional qualification(s)

- Experience of drafting and implementing IT strategies
- Experience of property and facilities management
- Experience of applying and monitoring GDPR at organisational level
- Knowledge/experience of finance packages and management information design
- Experience of reporting to a Board of Trustees
- Experience of building inclusive, diverse and motivated workplaces
- Experience of co-ordinating disparate stakeholders to a common goal

Personal Attributes

- Friendly and professional, able to build strong relationships with a variety of stakeholders
- Highly organised, able to prioritise a varied and fast paced workload and deliver to deadlines
- A self-starter, able to work autonomously to 'get things done'
- A team player committed to working collaboratively to achieve results
- Someone who is comfortable making decisions
- Reliable and committed
- Solutions focussed, entrepreneurial, resourceful and adaptable
- Diligent, methodical and conscientious
- Committed to addressing inequalities and social exclusion and motivated by the role that social enterprise plays in this

Key Information

Salary:	Starting salary £56,302 - £59,049 5% pension 25 days annual leave
Hours:	35 hours per week, 28 hours will be considered for the right candidate. Normal office hours 9-5 or 10-6. Some antisocial hours may be required from time to time.
Contract:	Permanent with a 6 month probationary period
Reports to:	Managing Director
Location:	This role will be based at SSE's offices in London Bridge. This role may involve limited travel to Network Schools around the UK.

To Apply

To apply please send your CV and a covering letter (both of which should be no more than two sides of A4) answering the following questions:

- 1. What attracted you to apply for this role?**
- 2. Why would you be an excellent Director of Operations and Finance for SSE?**

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

Please send your application to recruitment@sse.org.uk by midday on Friday 22nd February 2019 and title your email 'Director of Operations & Finance Application'.

Interviews will be held on **Monday 4th March 2019**. Depending on the outcomes of the first interviews we may hold second interviews on **Wednesday 13th March 2019**.

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

If you would like an informal discussion about the role with Nicola Steuer, Managing Director, please contact Lilli Cahill on lilli.cahill@sse.org.uk who will be able to arrange a suitable time for a call.

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.

Job Applicant Privacy Notice

As part of any recruitment process, SSE collects and processes personal data relating to job applicants. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does SSE collect?

SSE collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- information about your entitlement to work in the UK;

SSE collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

SSE will also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the organisation process personal data?

SSE needs to process data to take steps at your request prior to entering into a contract with you. We may also need to process your data to enter into a contract with you.

In some cases, SSE needs to process data to ensure that it is complying with its legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

SSE has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment, and decide to whom to offer a job. SSE may also need to process data from job applicants to respond to and defend against legal claims.

For some roles, SSE is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

SSE will not use your data for any purpose other than the recruitment exercise for which you have applied.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment team and interviewers involved in the recruitment process.

We will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. SSE will then share your data with former employers to obtain references for you.

SSE will not transfer your data outside the European Economic Area.

How does SSE protect data?

SSE takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does SSE keep data?

If your application for employment is unsuccessful, SSE will hold your data on file for 12 months after the end of the relevant recruitment process. At the end of that period your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require SSE to change incorrect or incomplete data;
- require SSE to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask SSE to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override SSE's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact office@sse.org.uk. If you believe that SSE has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to SSE during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Data controller: School for Social Entrepreneurs, 2nd Floor, 139 Tooley Street, London SE1 2HZ

Reg. Charity in England & Wales (1085465)

**Head of Finance (HR) Data Protection Contact: Pauline O'Connor
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