



school for
social
entrepreneurs

RECRUITMENT INFORMATION PACK

PROGRAMME MANAGER

Fixed term - 12 months

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

About SSE in London

This role will be based within our central London offices at London Bridge. These are busy, friendly and dynamic with 35 staff based onsite.

SSE is a vibrant organisation; we work entrepreneurially and are committed to providing quality learning opportunities for social entrepreneurs. 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.

The London office is home to the Programmes & Learning team, which delivers SSE programmes in London and supports franchise schools to deliver programmes across the network. 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 around 1000 'students' a year with recent / current programmes including:

- Start Up programmes for social entrepreneurs looking to get a new project / organisation off the ground
- Trade Up programmes for social entrepreneurs looking to establish a more sustainable trading base as a foundation for growth and scaling
- Scale Up programmes for social entrepreneurs looking to take an existing organisation to the next level
- Programmes supporting organisations working in particular sectors including youth, homelessness, environment and sustainability, health and wellbeing, and employability and training.
- Place-based programmes targeting social entrepreneurs in particular boroughs or geographical areas.
- Short courses for charities and organisations looking to replicate or scale their successful model or transition to a more sustainable, traded income model
- Workshops and short courses on a variety of subjects including 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. A key part of this is the roll out of 'Match Trading', an SSE innovation in grant giving, which is incentivising organisations to increase their income from trading.

Job Description

Role Purpose

The purpose of this role is to manage the successful delivery of a number of programmes.

You will be responsible for outreach, recruitment and selection of potential students to a number of programmes. You will take the lead on all aspects of programme delivery including coordinating the input of external partners and internal colleagues and will play a key role in monitoring programme outcomes, reporting to funders, and maintaining positive funder relationships.

You will be a team player, able to manage a busy and varied workload, to engage and collaborate with others, work to specific goals and develop new ideas and opportunities.

Key Responsibilities

Programme Management

- Devise a clear programme management plan for each programme to identify and agree goals, key activities, colleague responsibilities, timelines, dependencies etc. in line with funder requirements and SSE priorities.
- Manage and monitor programmes throughout their cycle and maintain up to date records of progress against plan, including identifying and responding appropriately to relevant opportunities and risks.
- Manage the operational programme budgets, including liaising with the finance team to process invoices in association with the programmes.
- Manage the student grant budgets, where relevant, including overseeing the activities of Grant Managers and ensuring the timely identification and reallocation of underspend as appropriate.
- Produce and update as necessary all documentation for use in programme management, programme delivery and grant management in collaboration with Learning Managers and Grant Managers as appropriate.
- Issue contracts and agreements for all partners, freelancers and other parties involved in delivering the programme and monitor their performance against that agreement.
- Provide effective induction, guidance and support to partners, freelancers and volunteers who support SSE programmes.
- Lead internal project groups from an operational perspective and coordinate the input of colleagues as appropriate to ensure all parties kept abreast of programme progress. Take the lead on coordinating inputs from colleagues to prepare for funder meetings and funder reports.
- Work with colleagues across the network to identify opportunities for quality improvement, efficiencies and areas where value can be added to the programme, the students, to SSE and to funders in relation to the programme.

- Ensure systems and processes are in place for appropriate identification, escalation and resolution of any issues arising within the programme.

Student Recruitment and Selection

- Lead the programme's recruitment and selection processes including working closely with the Head of Communications to develop and execute strategies to target and recruit social entrepreneurs for the Programme.
- Produce and update as necessary documentation for use in the recruitment and selection process, in collaboration with the Head of Communications and Head of Grants, as appropriate.
- Work with the Learning Managers for each programme to design and deliver outreach, referral and engagement processes as appropriate for each programme, including identifying relevant referral partners in relevant locations and developing and managing relationships with them.
- Oversee the selection process for the programmes including ensuring appropriate information on all applicants is captured in our Salesforce system
- Where relevant ensure the grants committee is provided with appropriate information, meetings run effectively and the outcomes are recorded in accordance with our grant making policy.
- Oversee freelance Grant Managers where relevant to ensure all new students are issued with and complete programme registration and grant offer documentation.
- Ensure complete and accurate recording of the recruitment and selection process for all applicants within the Salesforce system.

Programme Monitoring, Evaluation and Continual Improvement

- Ensure accurate records are maintained in Salesforce by all colleagues and stakeholders in relation to the programmes.

- Work with the MER Manager and Network Manager for Quality & Learning to design and deliver programme monitoring and evaluation strategies and plans to capture learning and opportunities for improvement for SSE and to ensure accurate reporting to funders against programme outcomes.
- Conduct regular '360 reviews' of key programme phases to capture learning and lead on planning and implementing improvements and innovations resulting from this process, including working with other Programme Managers on cross-programme developments.
- Develop and continually improve the consistency, efficiency and effectiveness of systems and processes used to manage programmes, including facilitating their use across the team.

Relationship Management

- Maintain strong relationships with partners and freelancers and oversee their role in all aspects of programme delivery.
- Oversee and be the primary point of call for effective communications about the programme amongst all SSE stakeholders - staff, students, Fellows, Schools, Grant Managers etc.
- Work with the Development Manager and MER manager to produce funder reports including narrative, progress against outcomes and lessons learned as appropriate.
- Attend regular meetings with funders to report on programme progress, outcome achievement, lessons learned etc and to identify and appropriately address opportunities and risks in relation to the programme.

Additional Responsibilities

- Work with colleagues in the Development Team to develop new proposals and budgets that meet the needs of social entrepreneurs and support the set up of new programmes as appropriate.

- Play an active role in strategic reviews, planning cycles and other activities that contribute to wider organisation learning and development as relevant within the team and the organisation.
- To carry out other tasks that are within the scope, spirit and purpose of the role.

Key Relationships

The Programme Manager reports to the Director of Programmes and Learning.

The Programme Manager also works closely with the other three Programmes Managers, the Programmes Administrators, Programmes Assistant, Learning Managers, Network Manager for Quality & Learning, the Monitoring, Evaluation and Research Manager and Development Managers within the London office.

They also play a key role in relationships with external partners, freelance Grant Managers and with programme funders.

Person Specification

Skills and experience

- Programme management skills with experience of coordinating complex programmes with multiple elements and stakeholders.
- Experience of managing expenditure against budget.
- Organisational skills and experience of managing a diverse workload in a fast paced environment.
- Relationship management and communication skills, with experience of building relationships with internal and external stakeholders at all levels and from a broad range of backgrounds

- Influencing and negotiating skills, with experience of managing the competing needs of different stakeholders.
- Written communication skills with experience of writing for different audiences and purposes.
- Ability to analyse and draw data from databases and spreadsheets and to effectively communicate findings.
- Experience in identifying and implementing new systems and ways of working to increase efficiency and improve quality.
- Leadership and team working skills.
- Proficient in Word, PowerPoint, Excel and databases

Desirable

- Knowledge and/or experience of social enterprise or small business start up.
- Experience of managing learning and skills development programmes.
- Experience of administering and managing grants.
- Working knowledge of Salesforce or similar.
- Knowledge of business development and experience of working with development colleagues to leverage and add value to existing and new funder relationships.
- Experience of line management.
- Experience of outreach or community engagement approaches.

Personal Attributes

- Reliable and committed.
- Committed to addressing inequalities and social exclusion, with a clear interest in social enterprise.

- Solutions focussed, entrepreneurial, resourceful and adaptable.
- Friendly and professional.
- Highly organised, able to prioritise a varied and fast paced workload and deliver to deadlines.
- A self-starter, able to work autonomously and to make decisions.
- A team player committed to working collaboratively to achieve results.

Key Information

- Salary:** Starting from £37,085 - £39,903 depending on experience.
5% pension
25 days annual leave + 3 days discretionary leave over Christmas
- Hours:** 35 hours/week. Antisocial hours may be required from time to time.
- Contract:** Fixed Term 12 months, with possibility of extension
- Reports to:** Director of Programmes and Learning
- Location:** Flexible. We would be willing to consider candidates based anywhere in the UK though please note we would expect 2-3 days/week to be spent with the team in London and the post will require travel across our network in the UK.
- Flexibility:** Some occasional early morning, evening and weekend work may be required and the successful candidate should be willing to adapt his/her working hours to suit the needs of the organisation.

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. Why you would be an excellent programme manager for SSE.**

Please use no more than 800 words (in total) to answer both questions.

Please send your application titled 'Programme Manager Application' to recruitment@sse.org.uk by 9am on Tuesday 15th October

Interviews will be held on Tues 22nd October, with second interviews, if required, on Mon 28th October.

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.



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 it is 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 & Resources (HR) Data Protection Contact: Pauline O'Connor
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