



school for
social
entrepreneurs

Recruitment information pack

Programme Administrator

12 month fixed-term contract

2020

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 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 corporates such as PwC, Linklaters, RSA Group and others as well as funding partnerships with trusts and foundations including Lloyds Bank Foundation and Guys and St Thomas' Charity. We also generate earned income through selling places on our short courses and workshops.

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.

About the role

Purpose

To provide administrative support to help meet the operational requirements of SSE learning programmes and grants programmes, and to provide flexible administrative support across the SSE team in response to business demands.

The role is being offered on a 12-month fixed term contract to bring additional capacity to the organisation during a period in which a number of new learning and grants programmes are starting and to provide extra administrative support whilst SSE transitions its' programme management arrangements to a new CRM system.

Key Responsibilities

1. Supporting student recruitment and registration including checking applications, preparing paperwork for student shortlisting, interviews and selection panels, coordinating feedback to applicants, and circulating registration documents.
2. Administering student grant offers, checking bank records, DBS checks, and liaising with the finance and grants team to make sure payments are made promptly and accurately.
3. Ensuring all student and SSE Fellows information is logged correctly in Salesforce and that records are kept-up-to-date (e.g. contact details, attendance records). This may involve data entry and data cleansing as SSE transitions from an existing Salesforce system to a new Salesforce system.
4. Supporting programme and course planning including scheduling interviews, course dates, mentor matching evenings, action learning sets, selection panels etc.
5. Supporting programme logistics including venue bookings, setting up training rooms, booking lunches, confirming speaker bookings etc.
6. Circulating pre-course and programme information and reminders to students (e.g. programme plan, timetable, speaker details, location map, course date reminders).
7. Processing student travel and expense claims.
8. Building and maintaining positive relationships with students and SSE fellows attending courses and programmes, fielding enquiries as necessary and providing a warm welcome to them and other visitors to the building. This may involve sitting on the front desk and fielding calls/managing the door entry system.
9. Carry out other tasks that are within the scope, spirit and purpose of the role.

Key Relationships

The Programmes Administrator reports to one of the Programme Managers. In addition this post will work closely with the other Programme Managers, Programmes Administrators, Programmes Assistant, Grants Management Team, Finance Team and others across the organisation. Other key relationships include those with students and fellows.

Person specification

Skills

- Excellent attention to detail and methodical approach to work
- 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
- 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

- Highly organised and reliable, able to prioritise a varied and fast paced workload and deliver to deadlines
- Flexible, capable of responding positively to new challenges
- Solutions focused, will adopt a problem solving approach to achieve results
- Friendly, approachable and professional
- A team player committed to working collaboratively to achieve results
- Committed to addressing inequalities and social exclusion, with a clear interest in social enterprise (Desirable)

Key Information

- Salary:** Starting from £26,262-£27,444 (pro rata) depending on experience
5% pension
25 days annual leave (pro rata)
- Hours:** 28- 35 hours per week, some flexibility available
Our normal office hours are 9-5 or 10-6.
Some antisocial hours may be required from time to time.
- Contract:** Temporary (12 months)
- Reports to:** Programme Manager
- Location:** This role will be based at SSE's offices in London Bridge.

To apply

To apply for the role, 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 Administrator for SSE?

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

Please include the names of two professional referees, including your current or most recent employer. 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 **9:00am on Monday 20th January 2020** and title your email 'Temporary Programme Administrator Application'. Interviews will be held in the **week commencing 27 January 2020**.

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
pauline.oconnor@sse.org.uk 020 7089 9120**