# Recruitment information pack
# **Programme Officer**

**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 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 corporates such as PwC, Linklaters, RSA Group and others as well as funding partnerships with trusts and foundations including Lloyds Bank Foundation. 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.

This role is open to anyone in the UK and can be based anywhere. The SSE London team, which this role will be part of, is based in London Bridge, but the team is currently working from home. This is a busy, friendly, and dynamic office with 35 staff based onsite.

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.

# About the role

## Purpose

To support the project management of programmes and take lead responsibility for the administration and coordination of student recruitment and registration, for student engagement in relation to course materials and information requirements, and for monitoring programme outcomes.

You will succeed in the role if you believe in the potential of social entrepreneurship to create social change and are willing to work collaboratively as part of a fun yet focused team.

## Job description

### Key responsibilities

1. Project managing all operational support functions for the programmes you are leading, including devising a clear project management plan at the outset of each new programme to identify and agree key tasks, team member responsibilities, timelines and expenditure budgets. Coordinate inputs from the learning and development team members. Organise the engagement of associates / freelance staff contributing to programmes, including agreeing contracts and processing invoices/expense claims.

2. Budgetary management for direct programme expenditures (e.g. catering, student travel and accommodation), liaising with the Finance Team to process invoices, and supporting the quarterly budgeting process including reforecasting programme expenditure.

3. Leading student recruitment and registration processes including advertising programmes in conjunction with SSE communications team and overseeing administration and activities related to information sessions, interviews, assessments, and feedback.

4. With support from Development and Programme Managers, liaising with funders to respond to queries and support programme set up, development, and evaluation.

5. Developing recruitment channels for the programmes leading on in conjunction with SSE communications team to ensure reach across diverse communities / areas.

6. Managing relationships with freelance programme support, including running inductions, processing invoices, and supporting their contributions to programme delivery.

7.  Scheduling programme and course dates and overseeing related logistics (e.g. room bookings, associates and delivery partners, course speakers, mentor matching evenings).

8.  Liaising with students and drawing on recruitment / registration information to produce student profiles and biographies for use by learning facilitators, speakers, and for communications purposes.

9.  Circulating registration documents, pre-course and programme information to students; sending out surveys and monitoring completion.

10. Supporting the development of monitoring plans, downloading and reviewing data to report on student attendance and experience, including generating data summaries to support the Learning Team with mid- and post-programme reviews.

11. Organising and leading on '360 reviews' of key programme phases to capture learning, implement improvements to the programmes resulting from this process, and feed into cross-programme developments led by programme managers.

12. Setting up and managing courses on Salesforce and ensuring all student and SSE Fellows information is logged correctly in Salesforce and that records are kept up to date.

13. Fielding enquiries from prospective students and addressing queries from existing students / fellows, liaising with team members, as necessary.

14. Overseeing and contributing to events, including organising graduations for students (including promoting the event, inviting guests, securing a venue& catering and designing & printing of booklets for the events).

15. Building and maintaining positive relationships with students attending SSE courses and programmes.

16. Carry out other tasks that are within the scope, spirit and purpose of the role.

## Key relationships

The Programmes Officer reports to one of the Programme Managers. In addition this post will work closely with Programmes Administrators, Programmes Assistant, Learning Managers, and Development Managers in the London team. Other key relationships include those with students and fellows.

# Person specification

## Essential

### Skills and experience

- Excellent organisational and project management skills, with experience of prioritising a number of concurrent projects and delivering to deadlines.

- Relationship management skills, able to build relationships with people at all levels inside and outside the organisation

- Written and verbal communication skills with experience of communicating at all levels internally and externally

- Attention to detail

- Proficient in Word, PowerPoint, Excel and databases

- Ability to analyse and draw data from databases and spreadsheets and to effectively communicate findings.

- Someone who is interested in, and has previous experience of, developing new systems and processes to improve efficiency and effectiveness

## Desirable

- Previous paid work or voluntary experience in a charity or social enterprise

- Previous experience of managing expenditure against budgets

- Knowledge and experience of using Salesforce Customer Relationship Management system

## 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 team player committed to working collaboratively to achieve results.

# Key details

**Salary:**          Starting from £32,542- £ 33,518 pro rata (depending on skills and experience) + 5% pension

**Hours:**          28 per week, typical office hours 9am-5am or 10am-6pm. Some antisocial hours may be required from time to time

**Annual leave:**    25 days pro-rata

**Contract:**       6 months, with the possibility of extension

**Flexibility:**      Occasional evening / weekend work and travel within the UK may be needed, especially where support is required by the SSE Network

Reports to:      Programme Manager

**Location:**       Flexible – based anywhere in the UK, with the requirement to work from home or different office locations and for occasional travel where required

# To apply

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

**1. What attracted you to apply for this role?**

**2. Why would you be an excellent programme officer for SSE?**

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

Please send your application to [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk) by 5PM on Sunday, July 12th and title your email 'Programme Officer Application'.

Shortlisted applicants will be asked to **complete an interview task online** and **submit a video** answering three interview questions. If successful at this stage, you will be invited for a formal interview on **Wednesday 22nd July 2020,** which will be conducted online.

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

**Diversity Monitoring**

SSE is committed to eliminating discrimination and actively encouraging diversity amongst our workforce and board by developing a 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.

To offer equal opportunities, prevent discrimination and support under-represented groups we encourage applicants to complete our online Diversity Monitoring Form.

The information on this form will be used for monitoring purposes only and will play no part in the recruitment process. All questions are optional. You are not obliged to answer any of these questions but the more information you supply, the more effective our monitoring will be.

In accordance with the provisions of the General Data Protection Regulations (GDPR) 2018, the information you provide will be held confidentially and can only be used if you give us your consent.

*As part of any recruitment process, SSE collects and processes personal data relating to job and volunteer applicants. We are committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. Our data protection policy can be found here:* https://www.the-sse.org/your-data/

# 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)**

**HR Data Protection Contact: Helen Moules helen.moules@sse.org.uk**
**020 7089 9120**