



# Recruitment information pack Head of Learning and Innovation

May, 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](http://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. We collectively hold the belief that individuals are crucial catalysts in creating social change and that their effectiveness can be increased through appropriate support and development.

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 and Linklaters as well as funding partnerships with trusts and foundations including Lloyds Bank Foundation and Paul Hamlyn Foundation. We also generate earned income through selling places on our short courses and workshops. In addition to all of the above, we have a live focus on furthering our online delivery in response to the current Covid 19 Crisis.

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 can be based anywhere in the UK. It will involve working with SSE teams across the UK and Internationally and will require UK wide travel.

# **Purpose**

## **Purpose of the role**

The purpose of this role is to cultivate and develop SSE' learning offer, putting innovation and creativity at the forefront. It will involve research into the needs of social entrepreneurs and into the latest methodology to enable transformative learning experiences, supporting social entrepreneurs, community businesses and social sector leaders to achieve social change. Insights gained will be used to shape learning content for use on SSE programmes, to innovate with new products and services, and to inform and influence the wider sector and those who support it. Insights gained as a leading provider of learning to others will be also be used to inform SSE's own practice as a learning organisation.

You will lead a national team of learning staff across the UK and work collaboratively with SSE's network across the UK, India and Canada.

You will succeed in the role if you believe in the potential of social entrepreneurship to create social change, believe in the power and necessity of diverse thinking, can juggle immediate solutions alongside longer term ambitions, understand the role that innovation can play in achieving our strategic objectives, and are willing to work collaboratively as part of a fun yet focused team.

## **Key responsibilities**

### **Leadership**

1. Working with the Programmes and Learning Director help create a compelling vision for SSE's future learning provision, responsive to the needs of those SSE exists to support and fostering innovation across the team and wider SSE network.
2. Lead and manage a strong national Learning Team of up to ten people, across a diverse geography. Your leadership will help maximise their individual and collective contribution to delivering great learning and support programmes to social entrepreneurs and social sector leaders.
3. Support the development of SSE as an organisation that is constantly seeking ways to learn, develop and to improve its performance, including integrating the use of performance information to shape its activities.

### **Management**

4. Build, motivate and manage a high performing Learning team, including facilitating collaboration between different team members.
5. Provide effective line management to individual members of staff, setting clear and achievable objectives and supporting their personal and professional

development, as well supporting team members with line management responsibilities to carry them out effectively.

6. Support the Director of Programmes and Learning to manage resourcing requirements of learning courses and programmes across the entire organisation and programme portfolio, including the support of freelance learning facilitators.

### **Thought Leadership**

7. Together with the Director of Programmes and Learning develop, embed, and support the organisation-wide implementation of SSE's theory of change / approach to learning and ensure it remains strongly focused on enabling students to achieve social change.
8. Work with the communications team to share with external audiences and stakeholders the activity and outcomes of our approach to learning/ learning offer and the role it plays in achieving social change, helping to position SSE as a thought leader in this field.
9. Lead our engagement approach and activity with students and SSE Fellows to ensure involvement in a comprehensive needs analysis, co-design and development of new learning activities and programmes, as well as providing mechanisms for ongoing collaboration and co-creation.
10. Research existing sector learning offers to understand comparable offers to social entrepreneurs, community businesses and social sector leaders, and use this to inform the content and development of SSE's current and future learning activities.
11. Undertake an analysis of existing SSE practices to identify areas that are ripe for improvement or enhancement

### **Innovation**

12. Ensure that the learning team has in place the networks, practices and culture that enables it to stay informed about latest developments from relevant fields and sectors, and ensure these learnings directly inform SSE's activity.
13. Work collaboratively and creatively to set a vision for SSE's future learning offer, positioning us at the forefront of a learning methodology that enables our students to create meaningful social change
14. Direct the review and, as necessary, redesign our student recruitment practice, ensuring that SSE reaches high quality students and students with potential from all communities across the UK.
15. Develop a deep understanding of our place in the market and seek to build and maintain partnerships with organisations and individuals who bring specialist expertise and / or complementary skills to SSE's programme development and delivery
16. Review and develop SSE's online learning provision, ensuring it is tailored to meet needs and complements our offline learning activity
17. Identify and pursue business development opportunities to support the implementation of programme development initiatives under your leadership,

liaising with the development team and writing proposals, developing budgets and meeting funders as necessary.

### **Programme Quality and Outcomes**

18. Set the vision for re-imagining our quality audit process, coordinate the testing and implementation of the new process. Ensuring key learning and recommendations are implemented as necessary.
19. Work strategically with CEOs of our international schools by providing information, advice and support with a particular focus on sharing insights and practice from learning programmes internationally
20. Oversee the development and expansion of SSE's pool of speakers and witnesses ensuring courses and programmes provide stimulating and valuable input and that sessions are relevant and practical.
21. Ensure programmes are delivered within budget and be responsible for monitoring working budgets.
22. Where appropriate undertake direct delivery of learning where this adds value to our learning offer and attend learning sessions delivered by others to deepen insights into the quality and development of our learning offer.

### **Strategic & operational accountability**

23. Assess key performance data with regards to our learning delivery and use these insights to drive improvement and report against strategic, business and operational plans relating to SSE's learning and programme activities.
24. Contribute to the design and development of SSE's organisational learning strategy, using your insights and expertise to inform our practice
25. Carry out other tasks that are within the scope, spirit and purpose of the role

## **Key relationships**

The post-holder will report to the Director of Programmes and Learning and will work closely with our learning teams across the UK and Internationally, Programme Managers, and the Development team.

## **Person specification**

### **Skills and experience**

#### **Essential**

- Significant experience of developing, leading and managing effective learning, training and/or capacity building programmes within the social sector
- Significant knowledge, insight and understanding of innovation, and an ability to apply this within organisational settings in the pursuit of social change

- Leadership, an advanced ability to demonstrate strong relationships with others and to leverage relationships inside and outside the organisation to advance sector or organisational priorities
- Experience of contributing to senior decision making within an organisation and leading a departmental function/team
- Experience of managing a number of direct reports and supporting individuals to grow and excel in their roles and within the organisation
- Experience of thought leadership, informing practice within organisational settings as well as representing organisations externally
- Knowledge, insight and understanding of social entrepreneurship
- Knowledge and/or experience of online learning methods and digital channels
- An excellent communicator who will be able to communicate effectively with people at all levels inside and outside the organisation, including the ability to present and facilitate
- Ability to use Microsoft Office packages
- Understanding of, and demonstrable commitment to equity, diversity, inclusion and lived experience
- Collaborative, someone who listens and responds to others' views at all levels within the organisation and can drive forward positive change
- Able to travel and work flexibly

#### **Desirable**

- Experience of working as part of an international organisation and/or network
- An understanding of processes for ensuring and monitoring quality
- Experience of analysing and interpreting evidence-based information

#### **Personal attributes**

- Creative, someone who can spot needs and opportunities and identify innovative ways of responding to them
- Ability to demonstrate the delivery of work in accordance to organisational priorities
- Highly organised, able to prioritise a varied and fast paced workload and deliver to deadlines
- Solutions focussed, resourceful and adaptable
- Creates an inclusive culture and practices
- Friendly, with a positive attitude
- Someone who is enthusiastic and committed to social entrepreneurship / social enterprise and its contribution to the economy and society

## About the role

### Key details

**Salary:** Starting salary £46,632-£49,546 (subject to skills and experience) + 5% pension

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| <b>Hours:</b>        | 35 hours per week. We would be willing to consider a part-time role for the right candidate(s).   |
| <b>Annual leave:</b> | 25 days, pro-rata if part time  |
| <b>Contract:</b>     | Permanent   |
| <b>Flexibility:</b>  | Occasional early morning / evening work and travel within the UK may be needed  |
| <b>Location:</b>     | Flexible - with the requirement to work from home, different office locations and to travel. The role does require the candidate to be based in the UK. |

## To apply

If you would like an informal conversation about the role then please email [sacha.rose-smith@sse.org.uk](mailto:sacha.rose-smith@sse.org.uk)

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 Head of Learning and Innovation 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 7<sup>th</sup> June 2020** and title your email 'Head of Learning and Innovation'.

**Interviews will be held on 11<sup>th</sup> or 12<sup>th</sup> June 2020, by Zoom. Second stage interviews are scheduled for 19<sup>th</sup> June 2020.**

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](mailto: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, 2<sup>nd</sup> Floor, 139 Tooley Street, London SE1 2HZ**

**Reg. Charity in England & Wales (1085465)**

**HR Data Protection Contact: Helen Moules [helen.moules@sse.org.uk](mailto:helen.moules@sse.org.uk)  
020 7089 9120**