



Recruitment information pack

Learning Manager

2021

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 other 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.

Firstly, our commitment to inclusion

Diversity is a fact of life. Inclusion is a choice and a practice - for organisations and individuals. At SSE, our aim is to drive inclusion into every area and activity of what we do: from access to programmes, to grant investment, to board, staff, and partnerships.

However you identify, we would like to hear from you. In our commitment to continue to diversify our teams, and for this opportunity in particular, we are especially keen to hear from those who identify as BAME and/or LGBTQ+.

If you require any reasonable adjustments during the recruitment process, including assistance with reading of this document, please contact amy.barbor@sse.org.uk

About the role

Purpose

Working closely with other learning managers and the programme managers and administrators, you will design, plan, recruit students for and deliver high quality learning programmes and support for social entrepreneurs enabling them to develop organisations that have social benefit and contribute to their personal development as leaders of change.

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.

The Core Programme

We are recruiting a learning manager to lead the development and delivery of a new learning programme, *Heritage Trade Up*, supported by the National Lottery Heritage Fund, for leaders of heritage organisations. The programme will run across four locations throughout the UK over the course of nine months, with delivery beginning in October 2021. The programme will be delivered through a blended learning offer.

We understand heritage to be comprised of the narratives, traditions, conflicts, objects, spaces and places that are inherited from past generations, maintained in the present, and handed down to future generations. It is a broad sector that includes organisations who represent cultural heritages, localities and communities, the natural world, and the built environment.

This programme will build the capacity of heritage sector organisations to strengthen their resilience and overall sustainability. This programme will equip heritage organisations with the enterprise skills, networks, and funding they need to create positive change for people and communities. Participating organisations will become more financially resilient and strengthen their governance structures to meet their evolving operational demands.

In addition to addressing this well documented need within the sector, this programme will support a broad spectrum of heritage organisations. We are especially keen to support those that represent the underrepresented, celebrate hidden histories, and who aim to strengthen and revive communities through heritage.

The recent worldwide movement towards racial justice has ignited critical engagement with the heritage sector and its associated narratives, bringing forth a conversation that has the potential to steer cultural and heritage policy for years to come. We will support the diverse and vibrant heritage sector to grow stronger and more sustainable, so it is better equipped to build a more connected and inclusive society.

The programme will offer eight days of cohort-based learning to each of our four cohorts, and a £10,000 Match Trading¹ grant to each of the 52 organisations across the UK represented on the programme.

¹ Please note, SSE is currently promoting Trade Back grants rather than Match Trading due to the impact of the Covid-19 pandemic.

Alongside leading on the Heritage Trade Up programme, we will also identify other SSE programmes that can benefit from your contribution, in light of your skills and experience.

Job description

Key responsibilities - Heritage Trade Up programme

1. Designing, planning, and delivering a transformative learning programme that supports heritage organisations and their enterprising leaders to build crucial enterprise skills and deepen their inclusivity and impact.
2. Co-ordinating up to three freelance facilitators to support with programme planning and delivery. You will be responsible for leading the development of the learning programme and for ensuring that the quality of delivery is consistent across all four cohorts.
3. Consistently engaging with the programme's Steering Group - a group of six heritage sector organisations and experts who support SSE to develop this programme - and leveraging their expertise and skills to strengthen the programme.
4. Working closely with the programme and lead learning managers to develop an inclusive recruitment and assessment process that identifies 52 strong leaders of heritage sector organisations to take part in the programme.
5. Developing and delivering a co-design framework for the programme that engages both the Steering Group and programme participants.
6. Contributing to the development and nurturing SSE's pool of speakers and witnesses, ensuring the programme provides stimulating and valuable input and that sessions are relevant and practical.

Key Responsibilities - All Programmes

7. Working with Programmes & Learning team colleagues to maintain and develop relationships with speakers who contribute to the programme, providing appropriate briefings, ensuring speakers are welcomed, feel valued and want to continue to support SSE.
8. Creating an exciting and secure learning environment, facilitating groups/groupwork and chairing external speaker sessions. Ensuring each student has a transformative and valuable experience and that they are enabled to make practical progress with their projects and achieve a level of personal development.
9. Providing one-to-one personal support for a number of students as part of their learning and to provide pastoral care for the cohorts.

10. Developing and implementing inclusive and engaging recruitment and assessment processes for any programme you lead on.
11. Working closely with colleagues to ensure high quality monitoring and evaluation systems are in place and taking part in regular 360 and ad hoc reflection and review meetings.
12. Maintaining effective relationships with freelance staff and volunteers
13. Actively contributing to SSE's shared learning resources and activities and taking part in regular learning and collaboration opportunities with the learning team.
14. Supporting the organisation and delivery of events including SSE's graduations and other events that support the development of social entrepreneurs and the SSE.
15. Giving talks and presentations to promote the work of SSE to wider audiences.
16. Carrying out other tasks that are within the scope, spirit, and purpose of the job.

Key relationships

This post reports to a lead learning manager. You will work closely with other learning managers and programme managers, officers, and administrators to develop, design, and deliver programmes.

About You

We are looking for someone who has great people skills, including facilitation and taking a coaching approach and who has experience of designing, planning and delivering learning programmes. We especially welcome expressions of interest from people who identify as BAME and/or LGBTQ+.

Additionally, you will have a solid understanding, and perhaps experience of, setting up, growing and scaling projects and organisations, which will give you credibility in leading a learning programme of leaders and social entrepreneurs doing exactly that. You will understand alternative learning models and share SSE's fundamental value of learning by doing. You will be able to form relationships quickly and work with openness and integrity. As well as good facilitation and chairing skills, you will be able to help students draw out learning from external speakers that is useful for their own personal development and their organisations.

Above all, you'll be passionate about social entrepreneurship and helping people to develop.

Essential Knowledge, Experience, & Skills:

- A proven track record of designing and delivering effective learning and support programmes using different learning styles to cater for a diverse audience.
- Experience of facilitating and working with groups.
- Experience of designing and delivering effective online learning.

- Understanding of different styles of learning, coaching and facilitation.
- Knowledge and understanding of Action Learning/Learning by Doing and how this relates to developing social entrepreneurs.
- Understanding of the issues experienced by social entrepreneurs and of the needs of individuals seeking to set up, sustain and scale organisations with social mission.
- An understanding of processes for ensuring and monitoring quality.
- An excellent ability to facilitate groups and individuals to ensure student learning (including coaching and training skills).
- An ability to communicate and work effectively with a wide range of people including individual students, diverse cohorts, funders, and other stakeholders in the SSE Network.
- An ability to motivate, support and challenge social entrepreneurs.
- An aptitude for programme design and innovation.
- Strong organisational ability and self-motivation to work without close supervision.
- Ability to assess conflicting priorities, take appropriate action and manage difficult behaviour.
- Good presentation skills.
- IT proficiency

Desirable Knowledge, Experience, & Skills:

- Experience of supporting social sector leaders to scale and replicate their organisations.
- Experience of working with heritage sector organisation(s) that have explicitly sought to increase inclusion.
- Relevant training, e.g., in coaching, facilitation or business support.
- Experience of working in the heritage sector in some capacity.
- An understanding of the context and challenges relevant to the heritage sector, especially in terms of overall financial sustainability and resilience.

Personal Attributes

- A commitment to student-centred learning and an interest and belief in the capacity of individuals to create change and that their effectiveness can be increased through appropriate support and development.
- An enthusiasm and ability to learn quickly about a range of subjects relevant to SSE's programmes.
- Ability to manage the demands of designing and delivering multiple programmes, whilst maintaining quality outcomes
- Drive, focus, and good judgement.
- Able to model transparent, open and informal behaviour with our students.
- Enthusiasm and interest around social entrepreneurship.
- Commitment to on-going personal development and training.
- Resourceful, adaptable, and confident to be yourself.
- Willingness to work flexibly as regards working hours and methods

Key details

Salary:	Starting from £35,557 - 37,641, depending on experience. 5% pension
Hours:	35 hours per week, typical office hours 9am-5pm or 10am-6pm. Proposals for 28 hours per week (.8 FTE) will be considered for the right candidate
Annual leave:	25 days pro-rata + 3 days discretionary leave over Christmas
Contract:	Fixed term through July 2022, with the possibility of extension
Flexibility:	Occasional evening / weekend work and travel within the UK may be needed
Reports to:	Lead learning 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 (in a simple format and no more than 2 pages) and answers to the following questions:

1. What attracted you to apply for this role?
2. What does a thriving heritage sector look like to you?
3. Why would you be an excellent learning manager for SSE?

You have the choice to answer the questions either:

- In writing (max. 900 words)
- A voice recording* (max. 8 minutes)
- A video* (max. 8 minutes long; you can submit this in British Sign Language if you prefer)

All methods of application can be emailed to recruitment@sse.org.uk

- Title your email: 'Learning Manager Recruitment 2021'
- Include your name and contact details and CV in your email.
- If using a video recording, we suggest uploading to YouTube and sending a link

All formats (writing/video/voice) will be assessed equally. We just want to make sure you feel comfortable using the format that works best for you. Please ensure you answer all questions. **The deadline for submitting your application is February 22nd at 5PM.**

How we will assess candidates

We will invite 6-8 people to interview. If selected...

- **Interviews will take place March 9th**
- We'll invite you to an interview over Zoom or phone. If you require adjustments, just let us know.
- We'll be keen to find out more about you, why you're excited about this programme and the opportunity, and any questions you have about the role or working at SSE.

After interviews, we will invite 3-4 people to deliver an online facilitation exercise for a group of 5 people. More details about the online facilitation exercise will be provided later.

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**