



school for
social
entrepreneurs

RECRUITMENT INFORMATION PACK

Personal Assistant

February 2022

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 mentoring and funding through a mix of traditional grants and Match Trading® grants, a unique form of grant-making created by SSE to strengthen the resilience and sustainability of social enterprises. 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 will be flexible on location but may require presence at SSE's office in London Bridge periodically.

About the role

Purpose

The purpose of this role is to provide the Chief Executive and Chief Operating Officer with the relevant administrative and secretarial support to ensure effective management of the organisation.

This is an important role, and you will be booking meetings, responding to emails, coordinating diaries and supporting relationship management with funders, policy makers and partners. You will also be responsible for supporting the CE and COO with their internal responsibilities.

You will succeed in the role if you are a people person, organised and conscientious and are willing to work as part of a team.

Job description

Key responsibilities

- Proactively plan and manage the diary of the CEO and COO. This will include booking internal and external meetings, scheduling tele/video-conference calls, arranging group meetings or workshops (e.g. 5-6 people), and re-scheduling diary commitments as necessary.
- Support the CEO and COO to manage workload by helping to ensure diary time is allocated to key tasks, urgent tasks are prioritised, and, if appropriate, delegated to the relevant team members.
- Administrative support e.g. travel bookings, processing expenses, processing invoices, booking accommodation and other external bookings.
- Schedule, agree the agenda, and minute the Senior Management Team meetings, and other ad hoc executive meetings as required. This will include liaising with colleagues to follow up on meeting outcomes and actions.
- Schedule and minute the Match Trading task force meetings. This will include communicating with external stakeholders to share agendas, papers and previous minutes.
- Arrange, service and minute meetings of the Trustee Board, Finance, Audit and Risk committee and any sub-groups, including liaising with team members to coordinate and collate papers.
- Undertake background research and provide briefings to the CEO and COO to support them in their roles e.g. collating information in advance of meeting new individuals and organisations, scoping meeting requests and directing the requests accordingly, undertaking initial meetings on behalf of the CEO and COO and summarising key points/decisions required for follow up.
- Support the CEO and COO with internal coordination and communications e.g. working proactively to identify when decisions require dissemination, helping to draft emails and presentations to staff, scheduling and planning staff meetings and get-togethers.
- Update and where appropriate, improve office systems such as action trackers, project plans, and Salesforce contact details.
- Ensure that the CEO and COO are appropriately briefed for meetings and proactively request necessary information from colleagues and other sources. This may include summarising or producing basic reports yourself.

- Communicate with SSE stakeholders, such as Trustees, corporate partners and other funders, as well as the senior management team and other staff, ensuring matters are handled confidentially, sensitively and in a timely manner.
- Carry out other tasks that are within the scope, spirit and purpose of the role.

Key relationships

The post-holder will be line managed by the CEO but will also report to the COO. This role is a lynchpin within SSE, and you will liaise with staff across the organisation, including other members of the Senior Management Team and the Office Manager. Other relationships include our Trustees, wider SSE network and our funders.

Person specification

Essential

Skills

- Highly organised with experience of prioritising a number of concurrent activities
- Ability to plan and think methodically
- Relationship management and communication skills, with the ability to communicate with all levels internally and externally
- Good written and verbal communication skills
- Literate in the Office 365 suite, including Outlook, SharePoint, Microsoft Teams, Word, PowerPoint and Excel.

Experience

- At least 1 years' experience as PA or in a similar role
- Experience of logistically managing meetings including taking minutes
- Experience of prioritising workload and working autonomously

Desirable

- Experience of managing inboxes, including responding to senior stakeholders
- Previous paid work or voluntary experience in a charity or social sector
- Courses / certificates on taking minutes
- Previous experience of using Salesforce or another CRM database

Personal attributes

- Reliable, someone who will take personal responsibility (and be proud!) for getting the job done well
- Someone who is comfortable working in a busy environment and having lots to do
- Flexible and adaptable
- Close attention to detail to ensure accuracy
- Friendly and warm with a positive attitude
- Confident in dealing with senior and external stakeholders

- Ability to work with discretion and with confidential information
- Enthusiastic about working for a charity / social enterprise

Values and Mindset

We want to work with (and continue to develop) individuals who can embody and demonstrate the following values and mindset

Values	Mindset
<p>Collaborative We achieve more when we work as a supportive team and partner with others. We have fun together. We ask others for help so we can find solutions.</p>	<p>Service Friendly, with a positive attitude; with an understanding that we are in service to our social entrepreneurs and fellows and are committed to providing the best possible experience at SSE.</p>
<p>Trusting We believe in each other. We rely on open, authentic relationships. We do what we say we're going to do. We take ownership and responsibility for our actions.</p>	<p>Commercial You understand how our income model works and our place in the sector. You will know what our core offer is, why we do what we do, in the way that we do. You understand that everyone is an advocate for new business and can help demonstrate efficiency and commercial awareness.</p>
<p>Inclusive We want people to feel safe in being themselves, to maintain wellbeing and to bring their unique strengths and voices to the table. We over-represent the under-represented. We honour lived experience.</p>	<p>Agile and flexible Agility is the ability to move quickly and easily. Flexibility is the ability to react to new environments or changing requirements.</p>
<p>Entrepreneurial We innovate with purpose to create value and deliver results. We are bold and ambitious in our thinking, creative and resourceful in our action. We are committed to impact.</p>	<p>Can do Solutions focussed, resourceful and adaptable. Will always think 'how might we achieve this.'</p>
<p>Always Learning We listen to understand. We are passionate about learning and seek to constantly improve. We celebrate failure as well as success.</p>	<p>Passionate Someone who is enthusiastic about social entrepreneurship / social enterprise and its contribution to the economy and society.</p>

Key details

Starting Salary:	£23,558 plus London weighting where eligible + 5% pension
Hours:	35 per week, typical office hours 9am-5am or 10am-6pm. We would be willing to consider a part-time role for the right candidate(s).
Annual leave:	25 days
Contract:	Permanent
Reports to:	CEO
Flexibility:	Occasional evening/weekend work and travel within the UK may be needed, especially where support is required by the SSE Network
Location:	Flexible with some time at SSE's office in London Bridge expected

Please note, we are unable to accept applications from candidates who require visa sponsorship. Roles advertised as flexible or remote location require candidates to be UK-based.

To apply

To apply please complete your application [here](#) answering the following questions:

1. What attracted you to apply for this role?
2. What do you think makes you an excellent candidate for the Personal Assistant to the CEO & COO role within SSE? Please refer to relevant skills and experiences.

Please use no more than 400 words in total to answer each of the questions.

Deadline: 9am on 13th March 2022

If you have any questions, or require reasonable adjustments, please email recruitment@sse.org.uk and title your email 'Personal Assistant Application'.

The selection process will comprise an interview and a task. Interviews will be held in the week commencing **18th March 2022**.

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**