



# Recruitment information pack

## **Director of Operations**

June 2023

# 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 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, and India. Together, SSE is changing lives and transforming communities.

SSE delivers a range of thematic and place-based programmes in England and Scotland, with government departments and agencies such as the National Lottery and DEFRA. We also have partnerships with corporates and various foundations for example PwC, Lloyds Bank Foundation and Brewin Dolphin, through which we deliver support and programmes for social entrepreneurs aligned with our vision and mission.

OUR VISION	OUR MISSION
a socially and environmentally just society where the potential of all people is fully realised	to empower and equip people with entrepreneurial ideas and solutions to grow the social economy

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.

### Firstly, our commitment to inclusion

Diversity is a fact of life. Inclusion is a choice and a practice - for organisations and individuals. At the School for Social Entrepreneurs, 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, freelance staff and programmes, we are particularly keen to hear from those who identify as: being from black, Asian and minority ethnic (BAME) backgrounds; LGBTQ+; and those with disabilities.

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or documents linked to below, please contact [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk)

# Benefits of working at SSE



## Key benefits:

- 25 days' annual leave (pro-rata) + UK bank holidays
- 5% employer contribution to your pension



## Learning & development:

- Annual training budget of £750 (pro rata)
- Attend SSE courses & learning sessions for free
- Monthly 'Lunch & Learn' sessions
- Group learning opportunities (e.g. productivity training, learning about inclusion)
- Annual development plans to set personal and professional goals



## Wellbeing & health:

- All staff have access to Health Assured (employee assistance programme)
- Opportunities to train in First Aid and Mental Health First Aid
- Regular wellbeing initiatives hosted by our Wellbeing Committee
- Free eyecare vouchers



## Inclusion & connection:

- Certified Disability Confident Employer
- Committed to the EW Inclusive Cultures Pledge
- Our Diversity, Equity & Inclusion Plan 2021-24 commits us to creating an inclusive culture
- Regular online socials & weekly catch-ups
- Team away days twice a year



## Flexible working & travel:

- Flexible working is welcomed!
- Teams based around the UK (as well as in India & Canada)
- Cycle to work scheme
- Annual season ticket loan



## Get involved with the issues you care about:

We have a range of staff groups and committees that you might be interested in joining, including:

- Climate Action Working Group
- Diversity, Equity & Inclusion Group
- Wellbeing Committee

# About the role

## Purpose

We are seeking a motivated and experienced Director of Operations to join our charity and contribute to its strategic and operational excellence. As a member of the Senior Management Team, the Director of Operations will play a central role in driving the organisation forward by overseeing strategic and integrated finance, governance, human resources, and digital functions. You will review current capabilities and capacity to ensure the organisation's operations align with our strategic goals and contribute to our long-term financial sustainability.

As an organisation that has grown over recent years, and is ambitious for its future development, we are committed to underpinning our strategic ambitions with exceptional financial and operational leadership. We have identified priorities in relation to improving financial resilience, digital transformation, diversity, equity and inclusion, data and evidence, people development, and climate action. This role will lead the development and implementation of our operational plan, as well as overseeing day-to-day financial and operational management.

You will be member of SSE's Senior Management Team and will contribute to the overall leadership of the organisation, representing the organisation at a senior level and ensuring it retains its position as the leading provider of learning and support to social entrepreneurs, community businesses, and social sector leaders.

The role is best suited to someone who is as motivated thinking strategically as delivering operationally. You will be a collaborative leader with high emotional intelligence. You will be comfortable working across a number of workstreams, willing to get up to speed quickly and manage a busy workload where necessary. You will be an energised and positive team player who is able to engage and collaborate with others, to work to specific goals to 'get things done', as well as to design and deliver initiatives which bring long-term benefits.

We anticipate the candidate appointed to the role will be able to draw on wide ranging experience gained from a previous role(s) at a senior leadership level. However, we recognise that the post holder may not be a specialist in all areas of the role, and we are open to supporting learning and/or recruiting additional role(s) to complement the skillset of the Director of Operations. We would actively encourage applications for a job share role - please send areas of competency along with suggested days should this be of interest.

If you are interested in applying but not sure you have all the skills and experience requested, please do apply as our recruitment process is about understanding your strengths and how we can support you to be successful in the role.

# Job description

## Key responsibilities

1. To work alongside the CEO, Directors and trustees to embed the vision, values, mission and culture of SSE and to ensure the organisation's policies and procedures are relevant, fair and consistently implemented.
2. To support the execution and implementation of SSE's strategy, working collegiately with the CEO and senior colleagues to fulfil our strategic ambitions.
3. To ensure that business and operational plans to underpin the strategic plan are developed, agreed and implemented.
4. To lead a review of the organisation's capability and capacity across all operation departments to identify areas for improvement and develop strategies to ensure an integrated, cross organisational approach which supports strategic delivery. To work closely with department heads to implement necessary changes and monitor progress.
5. To ensure that operations are aligned with the overall organisational strategy and long-term financial sustainability and have the capacity to respond and adapt to internal and external developments as required.
6. To ensure SSE has the financial strategy required to be able to thrive as an organisation, including working alongside other members of the SMT to ensure a medium-long term planning horizon for the organisation's income and expenditure requirements.
7. To ensure effective cost controls such that SSE can maintain a highly competitive market price point and offer, identifying and implementing efficiencies as necessary.
8. To ensure that SSE has the required digital strategy, culture, and systems in place across all areas of its operations and to be able to retain a market leading position as regards its offer to social entrepreneurs.
9. To ensure that the recruitment, management, training and development of staff is inclusive, develops talent, supports wellbeing, and reflects good employment practice including maintaining compliant HR policies and procedures.
10. To provide leadership to SSE's operations team, including line management of the Head of Technology & Compliance, Head of Finance and Office Manager.
11. To ensure SSE provides suitable and cost-effective office space and/or workspace for staff and adapts its working environment(s) in response to changing preferences and requirements.

12. To ensure the major risks to which SSE is exposed are reviewed regularly by the Board, the Finance, Audit and Risk Committee, the People committee and the executive team, and systems and practices are established to mitigate these risks.
13. To act as SSE's lead for data compliance and work closely with the Operations Lead to ensure SSE remains compliant with GDPR and Data Protection Act requirements.
14. To ensure SSE adopts best practice in relation to its governance practice and policies and that it is compliant with all relevant statutory and regulatory bodies, including HMRC, Companies House and the Charity Commission and with SSE's own governing constitution.
15. To identify appropriate methods for monitoring the performance of SSE and to report to trustees, staff and other stakeholders on the performance of the charity.
16. To facilitate connectivity between the staff and board, keeping the team updated on board decision-making and promoting opportunities for collaboration.
17. To foster good internal communications, encouraging collaboration and knowledge-sharing between and within teams.
18. To carry out other tasks that are within the scope, spirit and purpose of the role.

## **Key relationships**

The post-holder will report to the Chief Executive.

Work closely with CEO, SMT and department heads and other team members to implement necessary changes and monitor progress.

You will line manage the Head of Finance, Head of Technology and Compliance, and Office Manager.

You will engage with and report to the Board of Trustees and to the Finance, Audit and Risk Committee, and People Committee.

## **Person specification**

### **Essential**

- Experience of contributing to senior decision making within an organisation
- Experience of setting and delivering strategies and operational workplans
- Knowledge and experience of managing and delivering across multiple operational workstreams e.g. HR, IT, Finance, Risk and Governance
- Knowledge/experience of managing organisational or departmental budgets
- Experience of team management and development, including line managing staff
- Project management skills and experience

- Experience of leading change management initiatives
- Knowledge of relevant statutory legislation and regulatory frameworks including Charities SORP, GDPR, etc
- Strong written and verbal communications skills
- Strong digital skills and comfortable working with new systems

## **Desirable**

- Experience of reporting to a board of trustees
- Experience of working in the charity/social enterprise sector
- Relevant professional qualification(s)
- Experience of property and facilities management

## **Personal attributes**

- Resilient, resourceful and adaptable - comfortable working within an entrepreneurial organisation
- Able to build strong relationships and motivate people towards a common goal
- Someone who likes to find solutions and help 'get things done'
- An ability to assess risks and make decisions
- Able to prioritise a varied workload and deliver to deadlines
- A commitment and ability to create an inclusive culture and practices
- A commitment to addressing inequalities and providing opportunities, including being motivated by the role that social enterprise plays in this

## **Key details**

**Salary:** £64,379 - £66,310 or higher for an exceptional candidate + 5% pension

**Hours:** 35 hours per week, typical working hours 9am-5am or 10am-6pm. This is advertised as a full-time role, though we would be willing to discuss flexible working arrangements including job share and part-time.

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

**Contract:** Permanent

**Flexibility:** Occasional evening / weekend work and travel within the UK may be needed.

**Location:** Flexible, UK based

**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](#) using no more than 400 words to answer each of the questions.

1. What attracted you to apply for this role?
2. Why would you be an excellent Director of Operations for SSE?

**Deadline for applications:** 5pm on Wednesday 5<sup>th</sup> July 2023

If you have any questions, or require reasonable adjustments, please email [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk) and title your email 'Director of Operations'.

First-round interviews will be held on **Friday 14<sup>th</sup> July 2023**.

Second interviews will be held on **Friday 28<sup>th</sup> July 2023**, between 10am-12pm. An informal conversation with members of the Operations Team will also be arranged ahead of the second interview.

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.*

## 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](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**