



Recruitment information pack

Learning Manager

2024

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 teams working across the UK, we also have a school in India. Together, SSE is changing lives and transforming communities.

Following completion of 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 is ready to move onto its next stage of development and programmatic activity. We hold a broad range of 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.

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

Benefits of working at SSE



Key benefits:

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



Learning & development:

- Attend SSE courses & learning sessions for free.
- '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 My Healthy Advantage, an employee wellbeing app.
- Opportunities to train in First Aid and Mental Health First Aid
- 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 catchups.
- 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
- Digital Champions

About the role

This role can be based anywhere in the UK, however we particularly welcome applications from the North and Midlands of England.

Commented [A(1)]: Ask Helen and Corrina to check this line

Purpose

The purpose of this role is to provide leadership in the design and delivery of SSE learning programmes. This role will be pivotal in the advancement of our learning and delivery offer for social entrepreneurs. This role will involve the direct responsibility for facilitating some learning programmes as well as overall accountability for SSE's learning programmes delivered by learning facilitators, ensuring they fulfil the requirements of SSE external funding partners and investors. You will also line manage, supervise, and direct, learning facilitators, mentors and other contributors as required. You will play a key ambassadorial role in promoting SSE's approach to blended learning and ensuring that all our delivery aligns to our action learning pedagogy.

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

Find and recruit the UK's most promising social entrepreneurs.

1. Build relationships with local partners working with social entrepreneurial talent and undertake outreach to ensure SSE is fulfilling its mission in yielding diverse pools of talented applicants.
2. Support the design of innovative candidate assessment activities that bring out the best in the talent that applies for SSE's programmes, successfully identifies and tests promising entrepreneurial talent that could best benefit from SSE's programmes and minimises unconscious bias that may disadvantage minoritised applicants.

Design and deliver SSE's innovative support for social entrepreneurs.

3. Lead the design of learning programmes that support SSE's social entrepreneurs and their ventures to build their capacities for social impact generation and commercial success. These programmes should be shaped by SSE's blended learning framework, organizational strategy, funder requirements and the needs of our social entrepreneurs.
4. Provide consultation on programme design and content to learning facilitators and other departments.
5. Be responsible for integrating our virtual learning environment into the design of learning programmes.

6. Line manage learning facilitators to design and deliver programme sessions for SSE's social entrepreneurs.
7. Lead 1-2-1 sessions, such as entrepreneurial diagnostics and enterprise coaching sessions, to support our social entrepreneurs to develop commercial and impact goals and provide 'critical friend' accountability as they work towards them. 1-2-1 sessions should include pastoral and wellbeing support in line with SSE's Health and Wellbeing Strategy, where appropriate.
8. Lead group sessions for cohorts of social entrepreneurs, for them to grow their capacity for impact and commerce by drawing on the insights of their peers, and 'learning by doing' rather than 'learning by viewing'. Session themes would include financial management, business modelling, impact measurement, marketing, team development.
9. Deliver Action Learning Sets, a peer-coaching method long-embedded in SSE programmes, having received training from experts in how to best facilitate this powerful intervention. (Training provided).
10. Support the planning and delivery of events for SSE's social entrepreneurs, including sessions for graduates of SSE's programmes (SSE Fellows).
11. Be responsible for collecting data to feed into the project monitoring and evaluation plan and integrate learnings during project implementation.
12. Contribute to the SSE's pool of speakers, witnesses, consultants, and mentors to create a more diverse contributor pool, promoting inclusivity, and ensuring the programme provides stimulating, relevant, practical, and valuable input.
13. To be able to pivot and respond creatively to changing learning needs, challenges, or funder requirements.
14. Support programme managers to manage budgets, forecast and financial reporting by maintaining accurate financial records.
15. Support colleagues to prepare, collate and present documentation for internal and external auditing and reporting requirements.

Build yours and SSE's changemaking know-how, nationally & globally.

16. Build internal knowledge and expertise around the impact areas in SSE's Theory of Change and the global best practice approaches to tackling these to support SSE's social entrepreneurs to innovate.
17. Contribute to and support Learning Facilitators to contribute to SSE's internal bank of learning resources, which are shared across SSE's delivery team for the benefit of social entrepreneurs across the UK and internationally.
18. Advising and sharing knowledge across the organisation of learning innovation, programme design, best practice, subject matter expertise
19. Embed learning from programmes into funding proposals - provide input, evidence and expertise.
20. Collaborate with programme managers, impact team and project coordinators to ensure programme evaluation in accordance with our quality assurance process and feeding learning back into the SSE team to ensure we are always learning. This will include taking part in regular 360 programme meetings, ad hoc reflection, review meetings and contributing to programme reports.
21. To share and utilise your place-based regional knowledge of the sector to contribute to place-based programme design, recruitment, and delivery.

22. To have expertise in (some) areas of business (such as marketing, social impact, financial management), that allow you to design and deliver expert themed session.

Specialism -

23. Lead on a specialism. Each Learning and Delivery lead will have a specialist project that they will lead on within the development of the learning team.

General responsibilities

24. Participate in regular one to ones with line manager as part of your ongoing personal development and training.
25. Participate in collaboration meetings and calls across the directorate and across the organisation to support your own development, and the success of projects and programmes across the organisation.
26. Carry out other tasks that are within the scope, spirit and purpose of the job.
27. Build relationships across the organisation.
28. Be an advocate for SSE and manage reputational risks with participants and funders in collaboration with the programme manager.
29. Model open communication, a one team mentality, a positive can-do approach.
30. Contribute to achieving SSE's impact / one SSE.

Key relationships

The post-holder will report to the Head of Learning and will work in project teams led by a programme manager with the support of a project coordinator. The post-holder will also work closely with other learning managers and learning facilitators to share learning and support one another within the learning team.

Person specification

Line management and stakeholder management experience.

- You have line management experience and are passionate about helping those you line manage to achieve excellence.
- You are skilled at working with multiple stakeholders and balancing multiple needs including working with funders.

Passionate about social enterprise and social entrepreneur development

- You believe in the power of social enterprise to improve communities, systems and people's respective qualities of life.
- You have an understanding of the challenges facing social enterprises (e.g. access to finance, impact measurement, team development, business model canvassing).
- You enjoy working with people and supporting them, build on their strengths and overcome barriers to their goals.
- You have a track record of supporting leaders and/or their ventures to thrive through interventions such as coaching and innovative workshops.

Learning, facilitation, and learning expertise

- You are a skilled and experienced learning practitioner with a focus on active learning techniques.
- You believe in the power of digital to support individuals and ventures to build their capacity and have experience producing digital content to support similar aims.

Business acumen

- You're commercially aware and savvy when it comes to financial planning and being conscious of the organizational bank balance.
- You're familiar with different (social) enterprise business models - including SSE - and how money flows in the social impact sector.
- You're innovatively resourceful and have a knack for making a little go a long way.
- You've got experience of managing a business venture, social enterprise, or project yourself.

Results and solution-focused

- In and amongst and hustle and bustle of the working day, you don't lose sight of your fundamental goal and have your eyes on the prize.
- You use data and evidence to inform the approach you use to achieving your goals and aren't afraid to change course when the data demands this.
- You recognise that, at SSE, our fundamental goal is to support social entrepreneurs to catalyze the change that their communities need and deserve.
- In the face of unexpected barriers to your goals, you're agile and flexible in your pursuit of a solution and enjoy collaborating with others to problem-solve.

Organised

- You're comfortable with using systems to collaborate with colleagues and other stakeholders, and to organize your work without close supervision.
- You're willing to learn how to use systems and software within SSE (e.g. Salesforce) that we use to manage our programmes for social entrepreneurs.
- You're able to manage the demands of direct design and delivery of programmes and overseeing others, whilst maintaining quality outcomes

Personal attributes

- Candidates should be strongly motivated by, and committed to, SSE's mission and to the social enterprise sector and its development; they should be comfortable working in an informal, fun, small organisation.

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

Salary:	£34,901 - £39,281 (+ London weighting of £2,000 if eligible) plus 5% pension
Hours:	35 per week, typical 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 pro-rata
Contract:	Permanent
Flexibility:	Occasional evening / weekend work and travel within the UK may be needed, especially where support is required by the SSE Network
Location:	UK

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 500 words to answer each of the questions.

Please apply by 9am on Monday 13th May.

We expect to hold first round interviews on Friday 24th May

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

The selection process will comprise of an application and a two-stage interview process.

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. 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: - C/O Sayer Vincent, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL. (Or even Dock Street)

Reg. Charity in England & Wales (1085465)

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