



Recruitment information pack  
**Project Coordinator (6-month  
fixed-term contract)**

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](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 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](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:

- 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 Wisdom, 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 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
- Digital Champions

# About the role

## Purpose

The purpose of this role is to provide a high standard of co-ordination and administrative support to project managers to help meet the operational requirements of SSE programmes and grants programmes, across the Programmes & Learning Department in response to business demands. You will also provide excellent customer services to our students and fellows. The role will follow the flow of work coordinating between a variety of project stakeholders, working flexibly across a portfolio of programmes of varying complexity and across geographical locations.

You will succeed in the role if you believe in the potential of social entrepreneurship to create social change. You will also need to enjoy working with complexity and a degree of autonomy and collaboratively as part of a fun yet focused team.

## Job description

### Key responsibilities

#### 1. Project Planning

- Creating records on all relevant platforms (including Salesforce, VLE (Moodle), Customer Voice, powerBI)
- Supporting student recruitment and registration including involvement with communications/outreach during recruitment, technical set up of application forms, checking applications, preparing paperwork and calendar invites for student shortlisting, interviews and selection panels, coordinating feedback to applicants, and circulating registration documents.
- Coordinating programme logistics including venue bookings, setting up training rooms, booking lunches, confirming speaker bookings etc.
- Communicating and coordinating pre-course and programme information and reminders to students (e.g. programme plan, timetable, speaker details, location map, course date reminders).

#### 2. Project Execution

- Ensuring all student and SSE Fellows information is logged correctly in Salesforce and that records are kept-up to date (e.g. contact details, attendance records).
- Processing student travel and expense claims.
- Building and maintaining positive relationships with students and SSE fellows attending courses and programmes, fielding enquiries as necessary and providing excellent customer service.
- Support project managers with the collection, evidence, storage and reporting required for financial and narrative claims to funders

### 3. General

- Raise purchase orders
- Carry out other tasks that are within the scope, spirit and purpose of the role.
- To support improving our systems and processes by holding a specialism in the team on one area of the project cycle and providing guidance to the rest of the team on this area in as directed by the Head of Project Management

## **Key relationships**

The Project Coordinator will report to the Lead Project Coordinator. This post will work closely with the other project coordinators, project managers, learning managers and learning facilitators, the Grants Management Team, Finance Team, Tech Team and others across the organisation. Other key relationships include those with students and fellows.

## **Person specification**

### **Essential**

#### **Skills**

- Excellent attention to detail and methodical approach to work
- Excellent customer service skills
- Positive and can do attitude
- Organisational and project coordination skills, with experience of prioritising a number of concurrent projects and delivering to deadlines.
- Ability to manage complexity, to be self-motivated and work autonomously when necessary
- A growth mindset with a drive to continuously improve the way we work and collaborate with other team members across the organisation to make positive change happen
- Relationship management and communication skills, with the ability to relate to and support people at all levels and from a diverse range of backgrounds
- Written and verbal communication skills with experience of communicating at all levels internally and externally
- High degree of computer literacy with ability to learn new systems and to share learning with colleagues
- Proficient in the use of Salesforce, or similar database system
- Highly organised and reliable, able to prioritise a varied and fast paced workload and deliver to deadlines
- Proficient in Word, PowerPoint, Excel Experience

## Experience

- Experience of maintaining office systems including databases, spreadsheets etc.
- Experience of co-ordinating diaries, meetings and events
- Experience of working in the third sector/ social enterprise sector (Desirable)

## 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
<b>Collaborative</b> 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.	<b>Service</b> 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.
<b>Trusting</b> 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.	<b>Commercial</b> 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.
<b>Inclusive</b> 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.	<b>Agile and flexible</b> Agility is the ability to move quickly and easily. Flexibility is the ability to react to new environments or changing requirements.
<b>Entrepreneurial</b> 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.	<b>Can do</b> Solutions focussed, resourceful and adaptable. Will always think 'how might we achieve this.'
<b>Always Learning</b>	<b>Passionate</b>

We listen to understand. We are passionate about learning and seek to constantly improve. We celebrate failure as well as success.

Someone who is enthusiastic about social entrepreneurship / social enterprise and its contribution to the economy and society.

## Key details

<b>Salary:</b>	£25,113 - £25,867 pro-rata (depending on skills and experience) + 5% pension + £4000 London weighting if eligible (pro-rata)
<b>Hours:</b>	0.8 FTE (28 hours per week), typical hours 9am-5am or 10am-6pm.
<b>Annual leave:</b>	25 days pro-rata
<b>Contract:</b>	6 month fixed-term contract
<b>Flexibility:</b>	Occasional evening / weekend work and travel within the UK may be needed, especially where support is required by the SSE Network
<b>Location:</b>	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 500 words to answer each of the questions.

**Closing date to apply: 12pm, Wednesday 22<sup>nd</sup> May**

**We expect to hold first round interviews on Fri 31<sup>st</sup> May and second round interviews on Wed 5<sup>th</sup> June.**

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

Unfortunately, due to our limited capacity we are unable to provide feedback to candidates not shortlisted for interview.

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*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, Ground Floor, 13-15 Dock Street, Whitechapel, London E1 8JNhere**

**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**