



# Recruitment information pack

## **Impact 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](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 others 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+ and from candidates with disabilities.

If you require any reasonable adjustments during the recruitment process, including assistance with reading of this document, please contact

# About the role

## Purpose

The purpose of the Impact Manager role is to lead the monitoring and evaluation of SSE's programmes and learning offer.

You will be responsible for strengthening and implementing our evaluation frameworks, systems and tools to monitor the outcomes of SSE's programmes and learning offer including via our new digital data system. You will lead on the collection and analysis of our monitoring data for internal and external dissemination and reporting. You will also commission and manage independent external evaluations of our key programmes and activities. You will work independently to drive activity in this area for the Programmes and Learning team, as well as liaise with colleagues across the SSE family to support, coordinate and develop existing practice and deepen their engagement with SSE's programme impact data.

## Job description

### Developing SSE's approach to monitoring and evaluation of programmes and learning offer

- Maintain SSE's programme evaluation framework and internal monitoring systems to ensure full alignment with our Theory of Change, enabling SSE to capture the outputs and outcomes across our programmes and learning offer.
- Develop SSE's longitudinal monitoring capability, establishing and maintaining effective tools and incentives for ongoing data capture from SSE Fellows ('alumni') post-graduation.
- Innovate in the monitoring, evaluation and research methods and practices used within the programmes and learning team at SSE, helping to ensure we remain cutting edge and responsive to the needs of the social entrepreneurs and social enterprises we support.

### Managing SSE's data collection, analysis and sharing

- Manage and implement the collection of in-house monitoring data and information through surveys, case studies, focus groups and more to assess the outputs and outcomes of SSE's learning offer, ensuring that data is accurate and up-to-date.
- Undertake analysis of quantitative and qualitative monitoring information obtained from the individuals and organisations SSE supports, and cut the data in innovative ways to reveal new insights about our beneficiaries and offer to help inform SSE's learning offer design and delivery.

- Contribute to the effective communication, dissemination and learning from SSE's monitoring, evaluation and research evidence by working with colleagues to present and share information with internal and external audiences. This includes preparing content for regular funder reports, producing and interpreting relevant programme impact data for SSE's Trustee's Annual Report and preparing ad hoc analysis and reporting of non-standard programmes or topics of interest.
- Commission and manage independent external evaluations of key programmes and activities as appropriate, including designing the brief, identifying potential suppliers, leading the selection process, and managing the relationship, activity and outputs on behalf of SSE throughout. Ensure that learnings are fed back to Programme Managers and Learning Managers.

## Capacity building

- Advocate for the use of quality data to drive decision-making and to improve the performance of SSE's programmes and learning function.
- Provide advice and guidance to colleagues and across the SSE family in relation to monitoring, evaluation and research activity taking place at a local level and/or for specific programmes.
- Build the capacity of SSE Programme Managers, Learning Managers and others involved in programme management and delivery to conduct routine data collection and simple analysis on the programmes within their respective areas of responsibility, including through using the digital systems for in-house monitoring and evaluation.

## Additional responsibilities

- Keep up to date with trends and developments within the sector, including attending events, joining professional networks and collaborating with others where relevant.
- Carry out other tasks that are within the scope, spirit and purpose of the role.

## Key relationships

This post reports to the Director of Programmes and Learning. On a day to day basis you will work closely with SSE's Data Manager, Programme Managers and our Head of Learning and Innovation working on local, national and international programme delivery. You'll also work closely with our Head of Communications and Development Managers who report on our impact to funders. Other relationships will be with the Managing Director, with the Locality Directors and CEOs of SSE teams across our UK and International family.

# About You

## Essential knowledge, skills and experience:

- Expert in the development and maintenance of impact monitoring and reporting processes, including using digital data capture and analysis systems
- Excellent analytical and quantitative skills, including experience with large data sets, and a clear understanding of the importance of data quality and management
- Excellent qualitative skills, including the ability to capture and interpret data from research interviews, discussion groups, case studies etc.
- Previous experience of commissioning and managing external evaluation or impact analysis
- Excellent relationship and stakeholder management skills, including experience with internal advocacy, influencing and capacity development
- Strong time and task management skills, including the ability to prioritise and manage competing deadlines
- Confident and capable communicator with a variety of audiences, both verbally and in writing
- Understanding of, and demonstrable commitment to equity, diversity, inclusion and lived experience

## Essential personal attributes:

- Someone who works well on their own initiative, who is self-directed and resilient
- Close attention to detail to ensure accuracy
- Reliable, someone who will take personal responsibility for getting the job done to a high standard
- Highly organised, someone who is comfortable working in a busy environment and having lots to do
- Someone who is able to maintain good perspective and stay calm under pressure
- A team player, able to support and collaborate with others
- Friendly and positive attitude
- Commitment to on-going learning and personal development
- Enthusiastic about working for a charity / social enterprise

## Desirable knowledge, skills and experience

- Previous experience with PowerBI or equivalent business intelligence programme
- Knowledge and understanding of the social impact sector, including the issues and challenges facing social enterprises and/or charities
- Previous experience of managing externally commissioned programmes of work from inception through to completion
- Previous experience of designing internal systems for data capture and analysis

## Key details

<b>Salary:</b>	Starting from £35,557 - 37,641, depending on experience. 5% pension
<b>Hours:</b>	21 hours per week. Typical office hours 9am-5pm/10am-6pm
<b>Annual leave:</b>	25 days pro-rata + 3 days discretionary leave over Christmas
<b>Contract:</b>	Permanent
<b>Flexibility:</b>	Occasional evening/weekend work and travel within the UK may be needed
<b>Reports to:</b>	Director of Programmes and Learning
<b>Location:</b>	Flexible - based anywhere in the UK, with the requirement to work from home or different office locations

## To apply

1. Email your CV (no more than 2 pages) to [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk). Title your email: 'Impact Manager Recruitment 2021'; and
2. Provide a response to both the following questions
  - a. **What attracted you to apply for this role?**
  - b. **Why would you be an excellent impact manager for SSE?**

You have the choice to answer the questions either:

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

*\*If you answer using voice or video:*

- Email your recording to [recruitment@sse.org.uk](mailto:recruitment@sse.org.uk)
- If using a video, we suggest uploading to YouTube and sending a link
- Title your email: 'Impact Manager Recruitment 2021'
- Include your name and contact details and CV in your email.

All formats (writing/video/voice) will be assessed equally. We want to make sure you feel comfortable using the format that works best for you.

**The deadline for submitting your application is Friday 19<sup>th</sup> March at 5PM**

## How we will assess candidates

### Interview (week commencing 5th April 2021)

- We will invite 6-8 people to a first-round interview.
- This will take place 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 and the opportunity, and any questions you have about the role or working at SSE.

### Impact data task (week commencing 12<sup>th</sup> April 2021)

- After interviews, we will invite 3-4 people to participate in a task that will involve analysing and presenting social impact data. More details about this 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](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**