



Recruitment information pack  
**Programme Manager - 6-month  
fixed-term contract**

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

SSE is currently delivering a range of thematic and place-based programmes in England and Scotland, with strategic corporate partnerships including PwC, Royal London and DEFRA, as well as funding partnerships with trusts and foundations. 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:

- Annual training budget of £750 (pro rata)
- 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 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 manage the successful delivery of a number of programmes, grant funding and funder relationships within time, scope and budget. You will develop and sustain key relationships with the funders of these programmes ensuring that reporting on both our impact and spend is carried out. You will take the lead on all aspects of project management including coordinating the input of external partners and internal colleagues and will play a key role in monitoring learning programme outcomes, reporting to funders, and maintaining positive funder relationships.

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

#### Programme Management

1. Define a clear programme management plan for each programme to identify and agree objectives, outputs and outcomes; detailing key actions, colleague responsibilities, schedules, dependencies, risks, issues, decisions, etc, in line with funder requirements and SSE priorities.
2. Manage and monitor programmes throughout their cycle and maintain up to date records of progress against plan, including identifying and responding appropriately to relevant opportunities and risks.
3. Manage the operational programme budgets, including liaising with the finance team to process invoices in association with the programmes.
4. Manage the student grant budgets, where relevant, including overseeing the activities of Grant Managers and ensuring the timely identification and reallocation of underspend as appropriate.
5. Produce and update as necessary all documentation for use in programme management, programme delivery and grant management in collaboration with Learning Managers and Grant Managers as appropriate.
6. Issue contracts and agreements for all partners, freelancers and other parties involved in delivering the programme and monitor their performance against that agreement.
7. Ensure systems and processes are in place for appropriate identification, escalation and resolution of any issues arising within the programme. Ensure accurate records are maintained in Salesforce by all colleagues and stakeholders in relation to the programmes.
8. Conduct regular '360 reviews' of key programme phases to capture learning and lead on planning and implementing improvements and innovations resulting

from this process, including working with other Programme Managers on cross-programme developments.

### **Funder and Partner relationships**

9. Ensuring that all contractual requirements, such as narrative and financial reporting are delivered to a high standard.
10. Ensuring that regular, positive, and constructive progress meetings are held with each funding partner, according to their preferred frequency and format.
11. Regular liaison with SSE Central's Finance team, as required, to ensure all expected income has been received and that expenditure is on track.
12. Liaison with SSE Central's Communications team in relation to any public-facing or communications aspects of each partnership.
13. Sharing knowledge and understanding of each partner's needs and expectations within the Entrepreneurship delivery teams and with external suppliers such as freelancers, to ensure the partnerships are well-supported across the organisation.
14. Coordinating regular meetings of all internal stakeholders for each project to ensure all parties are updated on relevant aspects of each programme and partnership.

### **Student Recruitment and Selection**

15. Oversee the programme's recruitment and selection processes including working closely with the Head of Communications, Learning Facilitators and the national outreach lead to develop and execute strategies to target and recruit social entrepreneurs for SSE Learning Programmes.
16. Oversee the selection process for the programmes including ensuring appropriate information on all applicants is captured in our Salesforce system

### **Grant making**

17. Provide the necessary documentation and support SSE's grant panels appropriate information, meetings run effectively, and the outcomes are recorded in accordance with our grant making policy by an administrator
18. Working with the grants team ensure all new students are issued with and complete programme registration and grant offer documentation.
19. Ensure complete and accurate recording of the recruitment and selection process for all applicants within the Salesforce system.

### **General responsibilities**

20. Participate in regular one to ones with your line manager as part of your ongoing personal development and training.
21. Work with colleagues in the Development Team to develop new proposals and budgets that meet the needs of social entrepreneurs and support the setup of new programmes as appropriate.
22. Carry out other tasks that are within the scope, spirit and purpose of the job.

## **Key relationships**

The post-holder will report to the head of programme management. The post-holder will work closely with the other programme managers, project coordinators, learning managers, learning facilitators, marketing and communication leads, grant managers, technology lead, finance business partner and development managers. The programme manager will also play a key role in relationships with external partners, and programme funders.

## **Person specification**

### **Skills and experience**

#### **Essential**

- Programme and project management skills with experience of managing complex programmes with multiple elements and stakeholders.
- Experience of managing expenditure against budget.
- Organisational skills and experience of managing a diverse workload in a fast-paced environment.
- Relationship management and communication skills, with experience of building relationships with internal and external stakeholders at all levels and from a broad range of backgrounds
- Influencing and negotiating skills, with experience of managing the competing needs of different stakeholders.
- Written communication skills with experience of writing for different audiences and purposes.
- Ability to analyse and draw data from databases and spreadsheets and to effectively communicate findings.
- Experience in identifying and implementing new systems and ways of working to increase efficiency and improve quality.
- Leadership and team working skills.
- Proficient in MS Outlook, Teams, Excel, Word, PowerPoint, and databases

#### **Desirable**

- Knowledge and/or experience of social enterprise or small business start-up.
- Experience of managing learning and skills development programmes.
- Experience of administering and managing grants.
- Working knowledge of Salesforce or similar.
- Knowledge of business development and experience of working with development colleagues to leverage and add value to existing and new funder relationships.
- Experience of outreach or community engagement approaches.

## 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><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.</p>	<p><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.</p>
<p><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.</p>	<p><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.</p>
<p><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.</p>	<p><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.</p>
<p><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.</p>	<p><b>Can do</b> Solutions focussed, resourceful and adaptable. Will always think 'how might we achieve this.'</p>
<p><b>Always Learning</b> We listen to understand. We are passionate about learning and seek to constantly improve. We celebrate failure as well as success.</p>	<p><b>Passionate</b> Someone who is enthusiastic about social entrepreneurship / social enterprise and its contribution to the economy and society.</p>

## Key details

<b>Salary:</b>	£40,630 + 5% pension
<b>Hours:</b>	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).
<b>Annual leave:</b>	25 days pro-rata
<b>Contract:</b>	6 month temporary 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
	This role welcomes applications from candidates who would like to be considered for a job share.
<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.

**We will be accepting applications and interviewing on a rolling basis**

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