



Recruitment information pack

Head of Programmes

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

Purpose

The purpose of this role is to ensure excellent programme management across our portfolio of programmes. The Programme Management Team work with our funding partners, which include local and national government agencies, trusts and foundations and corporate partners, to develop and deliver high quality learning, grants and support programmes for social entrepreneurs across the UK. You will lead a national team of Programme Managers and Project Coordinators, who manage and deliver these programmes, and work closely to our partners on design, delivery and reporting. The Programme Managers support development of new programmes with our Development Team, and delivery of those programmes, with our Communications Team, the Learning Team, the Grants Team and the Finance Team. The Programmes Team manages a wide variety of different programmes, collaborating with the Development Team to manage funder relationships, and co-ordinates a wide variety of delivery staff across the organisation to implement excellent programmes.

You will have oversight of this work, creating and supporting effective systems to enable smooth, high quality and effective delivery. You will support and lead the team, recruiting, developing and managing skilled Programme Managers and Project Coordinators. You will also have oversight of programme budgets, programme risks and in partnership with our Development Team be active in our funder relationships, ensuring that these relationships are positive, and that reporting is consistent, timely and engaging, and positions SSE for further collaboration.

Job description

Key responsibilities

Leadership and management

- Lead, manage, empower and equip a strong national programmes team, across a diverse geography. Your leadership will help maximise their individual and collective contribution to delivering excellent programmes to social entrepreneurs and social sector leaders.
- Support the development of SSE as an organisation and ensure that all of SSE's values; Always learning, inclusivity, trusting, collaborative and entrepreneurial are embedded across all activities.
- Facilitate collaborative team meetings and provide regular opportunities for team feedback
- Provide effective line management to individual members of staff, setting clear and achievable objectives and supporting their personal and professional development.
- Lead on recruitment and induction of new team members

Programme Management Oversight

- Oversight of all programmes, creating and supporting effective systems to enable smooth, high quality and effective delivery and supporting the team to deliver programmes effectively.
- Work collaboratively with the Development Team to ensure opportunities to innovate our learning offer are integrated into the learning teams approach to help realise business opportunities
- Supporting the team in their relationships with funding partners, and other teams in SSE.
- Ensuring that all contractual requirements, such as narrative and financial reporting are delivered to a high standard across the team.

Financial management

- Play an active role in the annual budget setting process, supporting the Director of Programmes and Learning to lead on the development of the overarching programmes budget.
- Review existing budget management processes and suggest optimisations. Provide strategic advice on aligning budget management with overall programme objectives.
- Be responsible for managing the overall programmes budget, liaising with SSE colleagues and funders as appropriate.
- Work closely with the Head of Finance and Senior Finance Business Partner to manage financial risks, ensuring programmes and services are delivered within budget.
- Work closely with the Head of Finance and Head of Learning to ensure effective cost controls are in place within the team, such that SSE can maintain a highly competitive market price point and offer, identifying and implementing efficiencies as necessary.

Risk management

- Analyse current risk management practices and propose strategic improvements.
- Ensure effective risk management processes are in place across all programmes
- Be responsible for monitoring risk across the programmes portfolio.

Monitoring, evaluation and reporting

- Assess key performance data with regards to our programmes offer and use these insights to drive improvement and report against strategic, business and operational plans relating to SSE's programme activities.
- Working with our Impact Lead, ensure appropriate systems, processes, and documentation are in place to report on all aspects of our programmes
- Implement internal performance metrics and key performance indicators (KPIs) for programme management.

Project Cycle Management approach

- Oversee implementation of updated approach to project cycle management
- Develop templates and guidelines for consistent programme management practices.
- Ensure guides and resources are created and used across the team
- Support the development of technological systems to support programme management, through the use of CRM systems, Microsoft technologies, including

Sharepoint and Teams, and the use of Virtual Learning Environments and other systems.

Inclusion and diversity

- To actively promote SSE's core commitments to diversity and inclusion, including by:
- Recruiting and leading a diverse team of Programme Managers and Co-ordinators
- Working with relevant team members and the communications team, to ensure that SSE reaches people from diverse backgrounds
- Ensuring that SSE programmes are accessible for people from diverse backgrounds
- Supporting monitoring and evaluation of diversity commitments to ensure continuous improvement.

Planning and resource management

Create and present scenario models (best case, worst case, most likely) based on pipeline data.

- Advise on resource planning strategies to effectively manage varying scenarios for future periods.
- Analyse and recommend additional resource needs based on projected scenarios.
- Prepare business cases to justify the procurement of additional resources.

Key relationships

The post-holder will report to the Director of Programmes and Learning and will work closely with the Head of Learning and Head of Grants. The post-holder will also liaise closely with the Development Team, the Communications Team, the Finance Team and Head of Impact. This post will line manage programme managers and lead the programmes team made up of Programme Managers and Project Coordinators.

Person specification

Skills and experience

Essential

- Experience of contributing to senior decision making within an organisation and leading a departmental function
- Significant experience of team management, ensuring all team members have opportunities to grow and excel in their roles and within the organisation
- Experience of facilitating collaborative team meetings and providing regular opportunities for team feedback
- Experience of setting and delivering operational workplans and working collaboratively with team members to achieve them
- Resource planning experience
- Experience of overseeing a portfolio of programmes and supporting programme managers to deliver these within time, budget and scope.
- Strong project management skills and experience.
- Experience of budget oversight
- Experience of risk oversight

- Experience of monitoring, evaluation and reporting
- Experience of managing relationships with a wide range of partners including government, trust and foundation and corporate partners.
- Process improvement and change management experience
- Open minded, collaborative and a good listener
- Empowering leadership and management approach
- Strong influencing skills
- Strategic, someone who is able to work with others to set an exciting vision and remain focused to achieve it and is comfortable making decisions
- Excellent relationship management skills, with experience of building relationships with internal and external stakeholders at all levels and from a broad range of backgrounds
- A good communicator who will be able to communicate effectively with people at all levels inside and outside the organisation, including reporting on programme outcomes
- Ability to use CRM systems and databases
- Ability to use Microsoft Office packages, including Sharepoint, Teams, Outlook, Word, PowerPoint, and Excel

Desirable

- Knowledge, insight and understanding of social entrepreneurship
- Experience of programme innovation, development, and design
- Experience of analysing and interpreting evidence-based information
- An understanding of the use of technology in supporting project management.

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</p>	<p>Agile and flexible Agility is the ability to move quickly and easily. Flexibility is the ability to</p>

to bring their unique strengths and voices to the table. We over-represent the under-represented. We honour lived experience.	react to new environments or changing requirements.
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.	Can do Solutions focussed, resourceful and adaptable. Will always think 'how might we achieve this.'
Always Learning We listen to understand. We are passionate about learning and seek to constantly improve. We celebrate failure as well as success.	Passionate Someone who is enthusiastic about social entrepreneurship / social enterprise and its contribution to the economy and society.

Key details

Salary:	From £49,727, depending on experience (pro-rata based on 35 hour week) 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 29th July 2024.

We expect to hold first round interviews on 7th and 8th August 2024.

If you have any questions, or require reasonable adjustments, please email recruitment@sse.org.uk and title your email 'Head of Programmes'.

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 may 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 Compliance Officer: Andy Simpson, Head of Technology & Digital Transformation, School for Social Entrepreneurs, Ground Floor, 13-15 Dock Street, Whitechapel, London E1 8JN

Reg. Charity in England & Wales (1085465)

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