

PROGRAMME CO-ORDINATOR

RECRUITMENT PACK



**SOCIAL
ENTERPRISE
ACADEMY**

PROGRAMME CO-ORDINATOR

PERMANENT | FULL TIME [35 HOURS PER WEEK] | £19,500 PLUS COMPANY BENEFITS

Based in the Edinburgh or Muir of Ord office with the option to work flexibly from home (currently working from home during Covid-19 restrictions) – Please note, current or recent experience of living or working in the Highlands and Islands region is essential for this role.

Thank you for your interest in becoming our new Programme Coordinator.

The Social Enterprise Academy helps thousands of people to develop themselves and their organisations so that they can change the world for the better.

Through dynamic learning and development programmes facilitated by our network of skilled facilitators, we help entrepreneurship and leadership to flourish in organisations, networks, schools and colleges. We work with social entrepreneurs, chief executives, frontline teams, young people both in and out of education and many others to support anyone contributing to social change.

We are looking for a customer focused, friendly, helpful and well-organised co-ordinator to support us in delivering learning programmes throughout Scotland.

Your role will be to support the Operations and Partnerships team by liaising with learners, clients, venues, facilitators and speakers to make the arrangements for programmes. You will be a key point of contact for learners and for general enquiries, and will be responsible for keeping our learner and programme information up to date and accurate. You will work collaboratively with a team of Programme Officers to coordinate learning programmes from start to finish.

You will be joining the Academy at an exciting time as we develop as a social franchise and expand delivery of our programmes internationally.

Working closely with our Global Learning Lab, your team will lead the way in demonstrating high quality programme delivery and customer service which will be used to support new social franchise Hubs.

We are looking for someone up for working with vibrant, entrepreneurial and dedicated people and colleagues and with a good value-fit with our organisation.

Having the right mind-set, attitude and approach is as important for us as having the right experience and skills. We appreciate that the best person might not have all the listed criteria yet so if you feel your experience and skills will help you to make a great contribution in this role and you have the right mind-set, we would welcome an application from you.

Yours sincerely,



Neil McLean

Chief Executive

Social Enterprise Academy

JOB PURPOSE

- To provide effective programme co-ordination support to Programme Officers, facilitators and learners in the ongoing development and delivery of Academy learning programmes
- To ensure Hub systems and processes are followed and maintained to a high standard
- To support administrative arrangements connected with the Operations & Partnerships team, providing a professional and efficient level of service at all times

MAIN RESPONSIBILITIES

PROGRAMME CO-ORDINATION

- To make all arrangements for learning programmes, activities and events including reviewing and collating programme resources, liaising with internal and external suppliers such as venues, catering, couriers, printers, facilitators and technical support
- To manage and maintain learner and programme details on the Online Learning Platform, including updating pages, adding resources and handling learner enquiries
- To provide technical support to the wider team on the Online Learning Platform
- To correspond with learners, providing programme joining instructions and all other relevant information needed to ensure a smooth process throughout programme delivery
- To monitor programme enquiries, bookings and attendance
- To liaise closely with and support facilitators to ensure all resources and other facilitator requirements are met, producing high quality and accurate programme materials as required
- To co-ordinate and arrange speakers and/or site visits for learning programmes as needed
- To deal with initial enquiries and provide great customer service
- To liaise with clients and partners where required
- To provide any additional support to Programme Officers to ensure an excellent learner and client experience from the Academy

ADMINISTRATION

- To support the Qualifications Manager with Internal and External Quality Assurance processes
- To support learners who wish to be accredited with registration, submissions, resulting and certification through internal systems and City & Guilds platform
- To administer programme fee invoicing
- To collect, input and collate learner feedback and evaluation data
- To monitor and update KPI data for internal and external reporting
- To arrange travel and accommodation for facilitators and/or staff as needed
- To undertake other administrative duties as required

PERSON SPECIFICATION

SKILLS & EXPERIENCE

- Experience of living and/or working in the Highland and Islands region, with a knowledge and understanding of rural communities and the challenges they can face
- Excellent experience in an administration and co-ordination role with great attention to detail and commitment to meeting deadlines
- Highly efficient and organised and an ability to work under pressure
- An ability to work flexibly and to draw on initiative to solve problems and meet outcomes
- Strong interpersonal skills and experience of dealing with customers and clients
- Strong organisational skills and able to prioritise effectively across complex workloads
- Experience in working in a busy environment with competing demands
- Excellent IT and digital skills and comfortable with using all MS office packages, Google Drive (docs, sheets, slides), Dropbox and Zoom

VALUES & ATTRIBUTES

- A proactive and positive work ethic with strong team-working skills
- Reliable, responsive and comfortable with managing a varied workload
- Friendly and able to build good relationships within a team and with stakeholders and partners
- An ability to use initiative and make decisions when required
- Able to contribute your ideas and respond to feedback
- A positive spirit who is keen to learn new things and develop yourself further
- An understanding of, and commitment to, the values of equality of opportunity, diversity and social enterprise

OUR COMMITMENT TO DIVERSITY AND INCLUSION

- We believe that having a diverse and inclusive staff makes for better discussion, better decision making and better organisational impact. It also better reflects the people, businesses and communities we support
- The Social Enterprise Academy is committed to the active promotion of Equal Opportunities and the living wage as an employer and in the provision of services to the community

TERMS & CONDITIONS

- 35 hours per week with option for flexible working
- Annual leave entitlement is 25 days plus 10 public holidays
- Staff benefits include a company pension, an employee assistance programme and learning and development opportunities
- Place of work – Edinburgh or Muir of Ord office with the option to work flexibly from home (Currently working from home during Covid-19 restrictions)
- The post is part of the Partnerships & Operations Team and will report to the Head of Operations and Partnerships
- Notice period – one month

HOW TO APPLY

- Complete the application form and the equality and diversity monitoring form
- Send your application form and equality and diversity monitoring form in **Word document format** to karen@socialenterprise.academy by 1pm, Thursday 22 April 2021
- Please note that interviews will take place on **06 and 07 May 2021** via Zoom

More information available at: <https://www.socialenterprise.academy/scot/join-the-team>

If you have any questions or if you would like to discuss any reasonable adjustments for the application or interview process please get in touch: karen@socialenterprise.academy

If you have any other questions please contact:

Karen Veitch | 0131 243 2670 | karen@socialenterprise.academy



Canada



Zambia



Global Gathering – Scotland



India



Australia



Global Gathering



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leadership | enterprise | learning | social impact

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WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

karen@socialenterprise.academy | 0131 243 2670



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