

# **INTERNATIONAL LEARNING COORDINATOR RECRUITMENT PACK**



**SOCIAL  
ENTERPRISE  
ACADEMY**

# INTERNATIONAL LEARNING COORDINATOR

**PERMANENT | PART-TIME | 17.5 HOURS PER WEEK (0.5 FTE) | £19,500 PRO RATA 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). Ideally the hours will be spread across the week, with the occasional requirement to start (and finish) early, to accommodate online meetings with colleagues or partners in different time zones.

**Thank you for your interest in becoming our new International Learning 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 Learning 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 in and out of education and many others to support anyone contributing to social change.

With a 17 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 8 years with international partners through a social licence approach. We now have 13 Social Enterprise Academy Hubs at different stages of development in South Africa, Malawi, Rwanda, Zambia, Egypt, Malaysia, China, Pakistan, India, Canada, Australia, New Zealand and Wales. Outside of our Hub countries, we deliver through a growing network of International partners across the globe. The role of the International Learning Coordinator will support this programme delivery around the world. This is a key, outwards facing role, and will support the Sustainable Business Team on the development and delivery of new and innovative international programmes.

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 learning and programme coordination support to the Sustainable Business Team, facilitators and learners in the ongoing development and delivery of Academy learning programmes across the globe
- To ensure systems and processes are followed and maintained to a high standard
- To support administrative arrangements connected with the Operations and Partnerships Team across the Academy, providing a professional and efficient level of service at all times

## MAIN RESPONSIBILITIES

### LEARNING AND PROGRAMME COORDINATION

- To make all arrangements for international 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 international 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 provide excellent customer service when corresponding 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 the Sustainable Business Team 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

- Excellent experience in an administration and coordination role with great attention to detail and commitment to meeting deadlines
- Highly efficient and organised, with 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
- Ability to easily and quickly build credibility and rapport with clients and partners.
- Excellent IT skills: Microsoft office, especially Word, Excel, Outlook and Access, plus Google Drive (docs, sheets, slides) and Dropbox.
- Excellent communication skills, and comfortable with all major forms of digital and video communications such as Zoom, MS Teams, WhatsApp and Skype.
- Self-starter who enjoys working independently and as part of a team.

## 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
- As part of our commitment to diversity and inclusion we are taking active measures to improve and ensure that our recruitment process is accessible and inclusive.

## When you apply for a job with us, you can know that:

- The advert language has been pre-assessed for gender bias
- Our application form is in word document format, with alternative formats available upon request
- We are happy to discuss reasonable adjustments for your application and/or interview process
- We anonymise applications ahead of the shortlisting process

## TERMS & CONDITIONS

- 17.5 hours per week with option for flexible working
- Hours ideally spread across five mornings per week
- Occasional requirement to start (and finish) early, to accommodate online meetings with colleagues or partners in different time zones
- Annual leave entitlement is 25 days plus 10 public holidays pro rata
- 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 Operations and Partnerships Team and will report to the International Projects Manager
- 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](mailto:karen@socialenterprise.academy) by **1pm Friday, 11 June 2021**
- Please note that interviews will take place on **24 and 25 June 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 Veitch | 0131 243 2670 | [karen@socialenterprise.academy](mailto:karen@socialenterprise.academy)**





Canada



Zambia



Global Gathering – Scotland



India



Australia



Global Gathering





# SOCIAL ENTERPRISE ACADEMY

leadership | enterprise | learning | social impact

[www.socialenterprise.academy](http://www.socialenterprise.academy)

## WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

[karen@socialenterprise.academy](mailto:karen@socialenterprise.academy) | 0131 243 2670



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