

# **HEAD OF OPERATIONS AND PARTNERSHIPS (MATERNITY COVER)**

## **RECRUITMENT PACK**

**Closing Date: 1pm, 06 August 2021**

**Interviews: 17 August 2021**



**SOCIAL  
ENTERPRISE  
ACADEMY**

# HEAD OF OPERATIONS AND PARTNERSHIPS [MATERNITY COVER]

## FULL TIME | MATERNITY COVER

**£36,000 - £40,000** Dependant on experience, plus company benefits

**Based in the Edinburgh office with the option to work flexibly from home (currently working from home during covid-19)**

**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, community groups, young people in and out of education and many others to support them to effect positive social change.

**We are looking for a talented Head of Operations and Partnerships to join our team as a maternity cover position to help us provide world-leading learning and development in Scotland.**

This is a senior leader position within the organisation, reporting to the CEO. The role is full time, however we will consider flexible hour options if requested. We would also welcome a secondment arrangement with agreement from current employer.

This is a diverse role offering the opportunity to focus on internal processes and innovation as well as networking with clients, partners and stakeholders and nurturing new relationships. Your role will be to lead key functions within the business including HR and programme delivery and support the overall leadership of the organisation as a member of the Leadership Team. Experience in a similar leadership position is desirable including the ability to work strategically and set an inspiring direction and vision for others.

You will lead a talented and highly skilled team and will be responsible for supporting and managing the team and maintaining a happy and innovative culture. You will be an experienced people manager with the ability to nurture talent and empower others to grow and develop, working with freedom and autonomy.

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 criteria we have listed, 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.

We look forward to hearing from you!

Yours sincerely,



Neil McLean  
Chief Executive

## JOB PURPOSE

1. To provide leadership and oversight to key operations within the business to deliver on strategic and operational objectives including HR and planning and ensure the business remains compliant, innovative and high performing. Maintain and build on the positive internal culture in which all staff and facilitators feel able to grow and thrive.
2. To lead the development of existing and new partnerships for the Academy, primarily in Scotland and promote and champion the reputation of SEA. Contribute to the financial resilience and sustainability of SEA through business development and fundraising activity where required.
3. To provide effective organisational leadership as a member of the Leadership Team, contributing to organisational decisions, reporting to the SEA Board and ensuring a safe operating environment for staff, associates and learners.
4. To oversee the delivery team and the management of contracts and programmes commissioned in Scotland and the UK, maintaining quality, driving innovation and building connections with the International Hub Network.
5. Provide overall team and line-management support to the Operations and Partnerships Team, maintaining a high performing team with an open and supportive culture.

## MAIN RESPONSIBILITIES

### OPERATIONS [30%]

- Work with the Project Officers to support effective planning processes across the business to ensure key organisational and strategic priorities are achieved
- Oversee the HR and Wellbeing function including recruitment and retention, staff development, learning and development, staff mental health and wellbeing
- Champion a culture of continuous improvement within the organisation, drawing on best practice and emerging patterns across the third sector and beyond
- Actively maintain connections across functions, identifying issues and introducing solutions and innovations and sharing best practice across the business
- Provide operational support to teams within the business and contribute to Board and Leadership Team meetings and planning
- Support and champion internal initiatives such as wellbeing, mental health and equality and diversity ensuring joined-up approaches
- Support the International Network wherever required with regards Operations and Hub Management
- Support the financial management of the organisation in collaboration with the CEO and Finance Manager
- Manage the Operations and Partnerships budget

## **PARTNERSHIPS AND PROGRAMME DELIVERY [25%]**

- Represent the Academy to key stakeholders including attending events, taking part in sector-level meetings and groups
- Nurture existing partnerships and develop opportunities for collaboration and long-term strategic opportunities to support and strengthen the sector and the Academy
- Identify and lead the development of new relationships in the sector and out with (private and public sector) to support the reputation and sustainability of the business
- Lead the delivery team in maintaining high quality for learners, clients and funders, ensuring all planning and management processes are up to date
- Work with the Programme and Delivery Manager to solve issues and introduce new innovations and ways of working which can be replicated across the International Hub network
- Oversee the development of Academy associate facilitators in Scotland and support the network and community of practice in collaboration with the delivery team and Global Learning Lab
- Oversee learning evaluation and ensure the impact of Scotland and UK programmes are maintained and championed

## **ORGANISATIONAL LEADERSHIP [20%]**

- Develop and implement strategic and operational plans for SEA, working closely with the Leadership Team and Board to lead the direction of the business over the long-term
- Support the development and effectiveness of the Leadership Team as a collective, engaging external support including consultants, mentors, coaches and training where required
- Contribute to the organisation of the Leadership Team, with support from the CEO Executive PA, in relation to meeting schedules, priorities, decision making and training
- Contribute to effective leadership and governance of the organisation, and engagement of key stakeholders
- Contribute to operating policies, risk management and safeguarding, ensuring safe operating environments for staff, associates and learners
- Contribute to a culture of continuous improvement as a learning organisation

## **TEAM AND LINE MANAGEMENT [15%]**

- Provide line-management support and supervision to specialist managers and delivery staff (line manager a total of 7 in a team of 10). This includes conducting monthly 1-2-1 support and check-ins and yearly reviews
- Identify and initiate learning and development opportunities for individuals and the team in order for staff to grow and develop in their roles and in the contribution they are able to make to the business
- Ensure the Operations and Partnerships team are well supported with a healthy and happy team culture. Support team members to support and mentor each other
- Champion the work of the team across the organisations and develop a culture of belonging in which all staff feel valued and supported

## BUSINESS DEVELOPMENT AND FUNDRAISING [10%]

- Contribute to the Scotland and UK income generation strategy ensuring join up between the Business Sustainability and delivery teams, supporting the team to manage capacity
- Work in collaboration with the Head of Sustainable Business to ensure Scotland sales and fundraising targets are met and maintain up to date income and financial reports relating to domestic income generation
- Where required, lead on key client or funder relationships in order to secure repeat or new business for the Academy
- Contribute to the fundraising and sponsorship strategies for Scotland and internationally by contributing to bids and working in collaboration with partners to submit bids

## PERSON SPECIFICATION

This is a critical role in the organisation and we are therefore looking for someone who is keen to work with a vibrant, entrepreneurial and dedicated group of people and that has a good value-fit with our organisation.

## ESSENTIAL

- A relevant qualification at degree level (or equivalent)
- Outstanding relationship and partnership management skills
- Experience and understanding of organisational development and performance, HR matters and trends
- An ability to manage significant and complex stakeholder relationships at multiple levels
- An ability to manage a busy workload and competing priorities
- Senior management experience, with excellent management skills of complex projects, including the ability to motivate teams and organise activity
- Strategic thinking, with a positive outlook and an ability to spot, lead and create imaginative solutions to meet emerging needs
- Excellent communication (both written and oral) and interpersonal skills in relation to both colleagues and clients/customers, internal and external stakeholders
- Ability to challenge, influence and negotiate positively
- Excellent people management skills and experience of managing diverse teams
- Confidence in presenting and hosting, and credibility in representing the Academy to partners and audiences at all levels
- A drive to exceed customer expectations
- Good IT skills with an ability to make use of data and management information
- Experience of budgeting, financial planning and reporting
- Understanding of and commitment to the values of equal opportunity, diversity and social enterprise
- A desire to help change the world through learning and development

## DESIRABLE

- Experience of designing and delivering learning is an advantage
- Experience of working with or in the social economy or Third Sector in Scotland
- An understanding of the social enterprise and third sector policy landscape in the UK
- Relationships with and knowledge of social enterprise, networks and support organisations in Scotland
- Keen to work as an integral part of a small, entrepreneurial organisation
- A strong and proven track record of income generation, business development or sales in the learning and development sector or similar
- An ability to write high quality and innovative sales proposals, tenders and bids

## VALUES & ATTRIBUTES

- A proactive and positive work ethic with strong team-working skills
- Reliable, responsive and able to prioritise
- Friendly and able to build good relationships
- Creative, enthusiastic and determined to produce high quality work
- Able to contribute your ideas and respond positively to feedback
- Positive manner with an interest in personal development

## MANAGEMENT AND SUPERVISION

- You will report to the Chief Executive Officer
- You will line-manage 7 staff within a team of 10
- You will be a member of the Leadership Team

## 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

- 35 hour working week with 1 hour unpaid lunch break each day and the option for flexible working
- A willingness to travel within Scotland and be flexible to meet the demands of the role is essential
- Annual leave entitlement is 25 days plus 10 public holidays
- Staff benefits include a company pension, an employee assistance scheme and learning and development opportunities
- Notice period – 2 months. This is a fixed term maternity cover role

## 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 **[maya@socialenterprise.academy](mailto:maya@socialenterprise.academy)** by **1pm, Friday 06 August 2021**
- Please note that interviews will take place **17 August 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:**

**[Maya Wenzel](mailto:maya@socialenterprise.academy) | 0131 243 2670 | [maya@socialenterprise.academy](mailto:maya@socialenterprise.academy)**





Canada



Zambia



Global Gathering – Scotland



India



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Global Gathering





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## WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

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



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