

# **PROGRAMME OFFICER SCOTLAND**

## **RECRUITMENT PACK**

**Closing Date: 12 pm, Monday 08 November 2021**

**Interviews: 17 November 2021**



**SOCIAL  
ENTERPRISE  
ACADEMY**

# PROGRAMME OFFICER - SCOTLAND HUB

## 18 MONTHS FIXED TERM WITH POTENTIAL FOR EXTENSION

Full time | £21,000 - £23,000 depending on experience 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]

**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 Associate 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 Programme Officer with the focus and energy to help us provide world-leading learning and development in Scotland.**

Your role will be to project manage and coordinate high quality programme delivery for our partners and clients, delivering exceptional learning experiences for their staff and beneficiaries. You will manage the programmes from the initial set-up stage through to delivery and evaluation, maintaining effective communication with our clients and partners throughout.

This role will work alongside a small delivery team working to deliver a diverse range of learning programmes to the sector.

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

This role will also include support and supervision of the Online Delivery Support Team. This team is a small pool of contract workers who assist our Associate Facilitators during online sessions, leading on technical support and ensuring the smooth running of all programmes. This is a new function within the organisation, set up in response to Covid-19 and is now an integral part of our online learning delivery. This role will be the main Academy contact for the team and will take the lead on recruitment, upskilling and coordination, ensuring there are adequate levels of support for programme delivery. As this is a new function there is the opportunity to further develop and enhance this area as part of this role.

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

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

- To provide effective customer service and project management of learning and development programmes and ensure high quality delivery and client service is maintained throughout
- To project manage complex contracts, producing reports and maintaining good systems and processes
- To coordinate the Online Delivery Support function within the Academy including recruitment, up-skilling, day to day support and supervision of contract workers for all learning programmes
- To contribute to the success and development of Academy programme delivery for individuals, organisations and the wider sector

## MAIN RESPONSIBILITIES

### ACCOUNT AND PROGRAMME MANAGEMENT

- Lead, manage and take responsibility for partner and client accounts to ensure high quality delivery and key performance indicators are achieved (or exceeded)
- Be the main point of contact and liaise with, update and provide on-going and excellent customer service to clients and learners
- Effectively plan and deliver on time the key milestones and identified performance indicators for contracts
- Prepare, monitor and report on programme and contract budgets, working with the Finance Team against agreed targets
- Prepare and deliver to clients and partners all feedback, evaluation and impact reports to support the monitoring and evaluation of programmes
- Work with our network of Associate Facilitators optimising the match between their skills and experience and the programmes that are delivered and monitor delivery to ensure quality
- Work with the Programme Coordinator to ensure client programmes are well delivered
- Liaise with the Programme and Delivery Manager and Global Learning Lab to develop learning solutions for clients and contracts

### ONLINE DELIVERY SUPPORT COORDINATION

- Supervise and support the Online Delivery Support contract worker team
- Undertake recruitment periodically to ensure adequate capacity is available throughout the year
- Provide regular support and training for new and current members, identifying areas for development where necessary

## STRATEGIC HUB DEVELOPMENT AND SUPPORT

- To work with the Operations & Partnerships team in creating and implementing the strategic plan for programme delivery and provide input to the growth of the Academy
- Work with the team to support the development of repeat business and on-going sales with clients and partner
- To support the analysis of evaluation data to contribute to the continuous improvement of product development and processes across the team
- To contribute, as an integral member of the Academy team, to the continued development and success of the Social Enterprise Academy.

## 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

- An understanding of and experience of excellent project management that delivers on time and to budget
- Proven supervisory experience
- Able to build and manage excellent relationships with internal and external stakeholders
- Excellent attention to detail and the ambition to exceed expectations
- Excellent coordination and organisational skills
- Good IT skills with an ability to make use of management information and databases
- High level of technical capabilities with Zoom or other online communication platforms
- Proven customer service experience and an ability to adopt a high quality customer service approach to your work
- Able to manage a busy workload with multiple projects and deadlines and take own initiative
- An understanding of and commitment to equality of opportunity and diversity
- Keen to work as an integral part of a small, motivated team

## DESIRABLE

- Relevant experience working with funders and large contracts
- A successful track record within learning and development is preferable, with experience of leadership, management and/or business programmes an advantage
- An understanding of and commitment to the values of the social enterprise sector

## 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
- An understanding of and commitment to the values of equality of opportunity and diversity

## MANAGEMENT AND SUPERVISION

- You will report to the Head of Operations and Partnerships
- You will be part of the Operations and Partnerships team and also collaborate with the full Social Enterprise Academy team internationally

## 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

## 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 **seahr@socialenterprise.academy** by **12pm, Monday 08 November 2021**
- Please note that interviews will take place **17 November 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

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## WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

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



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