

INTERNATIONAL NETWORK SUPPORT OFFICER

RECRUITMENT PACK

Closing Date: 28 November

Interviews: 7 & 8 December



**SOCIAL
ENTERPRISE
ACADEMY**

INTERNATIONAL NETWORK SUPPORT OFFICER

FULLTIME

Full time | £20,000 - £24,000 depending on experience | Working from home during covid-19, with the option to work flexibly from the Head Office in Edinburgh

At the Social Enterprise Academy, we believe in the power of learning and development to transform everyone to be agents of change.

Created in 2004, we are a social enterprise that connects changemakers with transformational learning and development. We deliver innovative programmes that empower individuals, communities, and organisations around the world to step up and effect social change.

There are currently 12 Social Enterprise Academy Hubs in Australia, Canada, China, Egypt, India, Malaysia, Pakistan, Rwanda, Scotland, South Africa, Wales and Zambia all supporting social enterprise development in their communities.

We are looking for a talented International Network Support Officer with the focus and energy to help us provide support to our diverse Hub Network.

This is an exciting role for someone passionate about working across different cultures and contexts, and supporting global teams to deliver on their mission of supporting social entrepreneurs through learning and development. This role will help to build a strong sense of community across the International Hub Network, working to ensure that insights and innovations are captured and shared internally and across the network.

This role will work within a small International team and will be the first point of contact for Hubs. You will be supported to develop and build strong relationships across the organisation, working particularly closely with the Global Learning Lab. This recruitment pack will provide you with more information on the role.

You will be joining the Academy at an exciting time as we work to strengthen our Hub Network and expand the social franchise model into new territories.

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 support the International Team and Global Learning Lab in the growth of a global network of learning and development Hubs.

MAIN RESPONSIBILITIES

HUB NETWORK COORDINATION

Working as part of the International and Global Learning Lab team to:

- Support the creation of a community across the Network and be the first point of contact for SEA International
- Organising regional business development support sessions for Hubs with input from Sustainable Business Development Team
- Support the Global Learning Lab in the planning and delivery of Global Facilitator Connect sessions
- Coordinate internal communications to foster connections between facilitators and staff across the network to aid Hub development and programme delivery
- Ensure management and delivery of international facilitator development programme (PLLX) working closely with Hub teams, facilitators and the Global Learning Lab
- Manage the quarterly collection and analysis of KPI data from the Hub network to meet reporting deadlines
- Manage timely invoicing of social licence fees and maintain social licence agreement records
- Support Hubs and core team to collate and write case studies and develop the SEA International brand
- Support the International Team with key organisational meetings and events, including preparation and collation of documents ahead of key meetings and managing action points.

HUB SUPPORT

- Manage the induction process of new staff members and Hubs across SEA International and the Global Learning Lab to ensure they have access to the knowledge and skills required to perform their roles.
- Maintain Hub Guides for each Value Chain area by working with functional leads to ensure they are kept up to date and relevant
- Maintain up to date Hub team and facilitator details on the Dropbox
- Provide training and manage ongoing support process to Hub teams in Learning Programme Management and using SEA systems, including the Online Learning Platform and Dropbox.
- Support on reporting for International multi-country programmes for key stakeholders
- Conduct desk based research on local ecosystems
- Support the maintenance of the Learning Resource Area

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. This post will contribute significantly to our Hub teams all over the world, supporting and guiding the International Network.

ESSENTIAL

- Passionate about building a connected community of people around the world and working with global teams to share insights
- Excellent experience in administration and co-ordination with attention to detail and commitment to deadlines
- A flexible and pro-active approach to all work
- Experience in working in a busy environment with competing demands
- Strong organisational skills and able to prioritise effectively across complex workloads
- Excellent IT skills: Microsoft office, especially Word, Excel, Outlook and Access
- Excellent communication skills (both written and oral) and experience of using all major forms of digital communications
- Strong interpersonal skills, easily and quickly builds credibility and rapport with Global Hub teams
- Self-starter who enjoys working independently and as part of a team
- Organised, enthusiastic, efficient, and responsible individual
- Open-minded and values community, diversity, and inclusion

DESIRABLE

- Experience of working in the third sector, for a social enterprise or for an international organisation
- Positive outlook and an ability to spot, support and create imaginative solutions to meet emerging needs
- Experience working with international partners/stakeholders
- Keen to work as an integral part of a small, motivated team
- Ability to collate and present information clearly for report writing and case study development.
- An understanding of the international social enterprise landscape

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 International
- You will be part of the International team and also collaborate with the Global Learning Lab

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, Sunday 28 November 2021**
- Please note that interviews will take place **7 & 8 December 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:

[Lanagh Taylor](mailto:lanagh@socialenterprise.academy) | 0131 243 2670 | lanagh@socialenterprise.academy



Canada



Zambia



Global Gathering – Scotland



India



Australia



Global Gathering



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WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

seahr@socialenterprise.academy | 0131 243 2670



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