

LEARNING PROGRAMME OFFICER, SCOTLAND

RECRUITMENT PACK

Closing Date: Friday 10th December 2021

Interviews: Monday 20th December 2021



**SOCIAL
ENTERPRISE
ACADEMY**

LEARNING PROGRAMME OFFICER – OPERATIONS & PARTNERSHIPS TEAM

18 MONTHS FIXED TERM WITH POTENTIAL FOR EXTENSION

Full time | £21,000 - £23,000 depending on experience plus company benefits | Flexible working options available | Offices in Edinburgh or Muir of Ord [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.

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

We are looking for a talented Learning Programme Officer to join a small delivery team, with the focus and energy to help us provide world-leading learning and development opportunities for adults in Scotland.

This role will project manage and coordinate high quality learning programmes for our partners, funders and clients, delivering exceptional learning experiences for their staff and beneficiaries. This role will manage all aspects of the programme delivery; from inception to programme set-up, facilitator support and monitoring and evaluation, maintaining effective communication with all stakeholders throughout.

This role will also include support and supervision of a small pool of contract workers who assist our Associate Facilitators during online delivery. 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 experience. This role will take the lead on coordinating availability, upskilling in digital tools and platforms such as Zoom and maintaining 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 successful programmes and processes 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 multiple contracts, producing reports and maintaining good systems and processes
- To supervise and co-ordinate a small pool of contract workers who support Academy online delivery, including recruitment, up-skilling, day to day support and supervision 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 a variety of accounts with charities, social enterprise networks, community groups and third sector funders, 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, funders 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 to programme requirements and monitor delivery to ensure high quality
- Work with the Learning Programme Coordinator to ensure all client, funder and partner programmes are successfully delivered
- Liaise with the Programme and Delivery Manager and Global Learning Lab to develop learning solutions for clients and contracts

ONLINE DELIVERY SUPPORT

- Supervise and support the pool of contract workers providing technical support for online delivery
- 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

- 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 partners
- Support the analysis of evaluation data to contribute to the continuous improvement of product development and processes across the team
- 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
- Proven customer service experience and an ability to adopt a high quality customer service approach to your work
- Strong coordination and organisational skills with the ability to prioritise effectively across complex and varied workloads
- Good IT skills with an ability to make use of management information and databases
- High level of technical capabilities with Zoom or other digital communication platforms
- Excellent attention to detail and the ambition to exceed expectations
- Self-starter who enjoys working independently and as part of a team
- A flexible and proactive approach to all work
- An understanding of and commitment to the values of equality of opportunity and diversity
- Keen to work as an integral part of a small, motivated team

DESIRABLE

- Experience of working in the third sector/social enterprise sector
- Relevant experience working with funders and/or multiple large contracts
- A successful track record within learning and development 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 5pm Friday 10th December 2021
- Please note that interviews will take place via Zoom **on Monday 20th December 2021**

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 | 0131 243 2670 | lanagh@socialenterprise.academy





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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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