

PROJECT MANAGER [HIGHLAND] RECRUITMENT PACK

Closing Date: 12pm Monday, 25 April 2022

Interviews: 04 May 2022



**SOCIAL
ENTERPRISE
ACADEMY**

PROJECT MANAGER [HIGHLAND]

FULLTIME | 13 MONTH FIXED TERM

£27,557 - £29,500 DEPENDING ON EXPERIENCE PLUS COMPANY BENEFITS

BASED IN THE HIGHLANDS (WORKING FROM HOME WITH THE OPTION TO WORK FROM OUR MUIR OF ORD OFFICE) | FLEXIBLE WORKING OPTIONS AVAILABLE

Thank you for your interest in our new Project Manager (Highland) role.

In many social change contexts, people assume that if one is provided with business advice and investment, social entrepreneurship will emerge. We believe that there is a third element – equally important - the provision of transformational learning and development. Our learning programmes focus on the development of practice: the practice of leadership and the practice of entrepreneurship. We support people to turn up as their best selves.

With an 18 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 9 years with international partners through a social licence approach.

We are looking for a talented Project Manager with the focus, energy and strong project management skills and the business/social enterprise know how to successfully lead and manage our Social Enterprise in Highland Youth Hubs – My Future, My Success project from start to finish.

The project will enable the development of young people led social enterprises in key youth work organisations in Highland. This will enable the financial sustainability of these 'Youth Hubs' as well as providing enterprise and workplace experience for young people. The post holder will work with Academy colleagues and partners in the community to arrange learning programmes which help develop these social enterprises.

Working in partnership with Highland Council this is an exciting new role for someone who is passionate about supporting individuals through learning and development and creating positive opportunities for young people.

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

We are looking for someone up for working with vibrant, entrepreneurial and dedicated people and colleagues and with a good value-fit with our organisation.

You will be joining the Academy at an exciting time as our Team in Scotland is growing and as we 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 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,

A handwritten signature in black ink, appearing to read 'Neil M', with a long horizontal flourish extending to the right.

Neil McLean

Chief Executive

Social Enterprise Academy

JOB PURPOSE

1. To create the support environment in which young people design, develop and operate financially sustainable social enterprises
2. To lead and provide effective project management of learning and development programmes for staff, directors and young people of Youth Hubs within the Social Enterprise in Highland Youth Hubs - My Future, My Success project and ensure high quality delivery and client service is maintained throughout
3. To lead and project manage the Social Enterprise in Highland Youth Hubs – My Future, My Success SEA/Highland Council contract, producing reports and maintaining good systems and processes
4. To contribute to the success and development of Academy programme delivery for the individuals and organisations involved in the project
5. To create and manage appropriate partnerships to support the sustainability of Youth Hubs

MAIN RESPONSIBILITIES

ACCOUNT AND PROGRAMME MANAGEMENT

- Lead, manage and take responsibility for account management of partnership programmes 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 partners and learners
- Oversee and take responsibility for effectively planning and delivering on time the key milestones and identified performance indicators for contracts within agreed timescales
- Oversee and take responsibility for preparing, monitoring and accurately reporting on programme and contract budgets, working with the Finance Team and Highland Council against agreed financial targets
- Prepare and deliver to Highland Council all feedback, evaluation and impact reports to support the monitoring and evaluation of programmes
- Provide mentoring and other developmental support to emerging social enterprises in the Youth Hubs. This may include bespoke Academy learning products to meet their needs, identifying relevant social enterprises with which they might partner or learn from, and provide connections with ecosystem partners to enable the development of the social enterprises
- 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 Operations and Partnerships team to ensure client programmes are well delivered
- Liaise with the Programme and Delivery Manager and Global Learning Lab to develop learning solutions for partners

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 each Youth Hub
- Work with the team to support the development of sustainable business with clients and partner
- To monitor and analysis evaluation data to support and contribute to the continuous improvement of the Social Enterprise in Highland Youth Hubs - My Future, My Success [project](#), including product development and processes
- To contribute, as an integral member of the Academy team, to the development and success of the Social Enterprise Academy

PERSON SPECIFICATION

This is a critical role in the implementation of an exciting new partnership 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 and the project's partners.

ESSENTIAL

- An understanding of and demonstrable experience of excellent project management that delivers on time and to budget
- Knowledge or experience of business or social enterprise start-ups and sustainable enterprise
- Excellent communication (both written and oral) and interpersonal skills are essential in relation to both colleagues, clients and learners
- Experience building and maintaining strong relationships with clients and customers and able to adopt a high quality customer service approach to your work
- Demonstrable experience of budgeting and financial planning
- Excellent attention to detail and the drive to exceed expectations
- Excellent coordination and organisational skills
- Good IT skills with an ability to make use of management information and databases
- Good level of technical capabilities with Zoom or other online communication platforms
- Confidence in presenting effectively using a range of presentation skills, and credibility in representing the Academy to partners and audiences
- Able to manage a busy workload with multiple projects and meet deadlines
- Positive outlook and an ability to spot, lead and create imaginative solutions to meet emerging needs
- Experience in mentoring, coaching or otherwise supporting young people in enterprise environments
- An understanding of best practice in learning and development, including design of learning solutions
- An understanding of and commitment to equality of opportunity and diversity
- Able to build excellent relationships with internal and external stakeholders
- Keen to work as an integral part of a small, motivated team
- Hold a full, clean UK driving licence

DESIRABLE

- Experience of working with young people
- A successful track record within learning and development is preferable, with experience of leadership, management and/or business/social enterprise programmes an advantage
- A Project Management qualification
- An understanding of and commitment to the values of the social enterprise sector
- An understanding of rural and urban community-based issues and initiatives

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

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 Highland 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 25 April 2022
- Please note that interviews will take place via Zoom on 04 May 2022

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 | seahr@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:

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