

HEAD OF GLOBAL LEARNING LAB (MATERNITY COVER)

RECRUITMENT PACK

Closing Date: 1pm, Monday 14 November 2022

Interviews: Wednesday 23 November 2022



**SOCIAL
ENTERPRISE
ACADEMY**

HEAD OF GLOBAL LEARNING LAB (MATERNITY COVER)

- 0.8 FTE (28 hours) | Maternity Cover role up to 31 December 2023 (with possibility for extension) - Flexible working and secondment opportunities considered
- Salary £45,000 (pro-rata) plus company benefits (includes a generous company pension, 35 days annual leave, an employee assistance programme and learning and development opportunities)
- Edinburgh office base with the option to work flexibly and remotely from home

We're on a journey to create fairer communities by facilitating 10 million social entrepreneurs globally by 2030. Do you want to help make this a reality?

We are looking for a values-driven leader to join our highly skilled, motivated, and supportive team as Head of Global Learning Lab for a maternity cover position.

This is a unique role which offers the opportunity to lead and interact with a diverse and inspiring group of staff and stakeholders as you oversee key functions within the business including product development, accreditation, quality assurance, and promotion of learning and development.

The role provides a cornerstone to the vision and direction of the organisation as a member of the Leadership Team, reporting to the CEO, so previous experience of a senior leadership position is essential, including the ability to work strategically, set an inspiring direction and vision for others, and apply systems thinking to identify the connections and impact of different functions across the organisation.

You will lead a talented, fun and highly skilled multi-disciplinary team, responsible for maintaining connection and collaboration whilst they work remotely. 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

BACKGROUND INFORMATION

About us:

At the Social Enterprise Academy, we believe social entrepreneurs play an essential role in changing the world.

We strengthen their role in local communities through transformational learning programmes that will increase their community impact.

Our programmes are accredited, responsive to learner needs, and are delivered by experienced facilitators who are social change leaders themselves.

Since 2004, we have delivered over 1,900 learning programmes to 28,000+ learners in over 30 countries. We have also engaged over 55,000 young people around the world, using social enterprise as a tool to help them reach their full potential and create positive change in their communities.

What is the Global Learning Lab?

The Global Learning Lab is a team that sits at the heart of the Academy – catalysing the innovation and development of our high quality, accredited, transformational learning programmes for use around the world. The team provide strategic direction, guidance, and support to delivery teams in the following areas:

Product Development: Designing new and bespoke learning programmes and experiences, and developing our baseline programmes

Accreditation: Development of new accredited programmes and maintaining our status as a qualifications provider via a partnership with Glasgow Caledonian University and ILM

Quality Assurance: Understanding and demonstrating the impact of our work, and creating a Community of Practice for our Associate Learning Facilitators to develop their facilitation skills

Promotion: Raising the profile of learning and development, why it is important, and ensuring alignment with the SEA Brand.

What programmes does SEA develop and deliver?

We help entrepreneurship and leadership to flourish in communities, 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.

Check out our [Programme Prospectus](#) to see our range of baseline programmes. These are the core of our offering, but from these programmes we work with International Hub Teams, Facilitators, clients and partners to tailor and adapt them to the context and needs of learner groups.

Some examples of this can be seen in our [Annual Report](#) and [Scotland Showcase](#).

How does SEA deliver its programmes?

Our focus is on facilitated programmes – whether delivered in-person, online, or a mix of both. To do this, we work deliver programmes via a global network of Associate Learning Facilitators. They are practitioners themselves who have relatable experience with the learners we're working with.

What is the impact?

Our practitioner-led peer learning programmes are designed to be a catalyst for wider social impact. They empower change makers and create deep-rooted transformation by developing their mindsets, behaviours, skills and networks.

By using what they learn in what they do and how they do it, the individual impact ripples through communities and organisations for social change. We really are learning to change the world, together!

The impact of our programmes on learners is independently evaluated – you can [view the last impact report here](#).

What key projects will the team be working on in 2023?

Whilst plans and priorities within the business do change, the below have been identified as current focus areas over the next year:

- Developing our impact measurement methodology and approach to enable us to further understand the impact that our learners go on to have in their communities
- Implementation of a refreshed brand, including updates to all brand assets and development of a new website
- Developing new products to meet the changing needs and demands of our partners, clients and learners, including development of new associated qualifications
- Exploring and innovating further use of digital technologies to enhance, embed and deliver transformational learning experiences, including an upgrade to our Online Learning Platform
- Embedding a revised approach to developing our Global Community of Practice of Associate Learning Facilitators to support their ongoing development to maintain quality standards

Note: each of these projects is led and delivered on by specialist members of the Global Learning Lab team. The key focus for this role is to work with the team to support their respective strategic developments and the implementation across the business, connecting their work to organisational priorities and plans.

ROLE PURPOSE

- To provide effective organisational leadership as a member of the Leadership Team, contributing to organisational strategy, development, and decisions.
- To build and lead the Global Learning Lab in its role as a catalyst of learning and development excellence for the social enterprise movement worldwide
- Work with the team to develop strategic and operational plans that build the Global Learning Lab as a sustainable asset of the Social Enterprise Academy, aligned with and contributing to business plans for national and international teams
- Directing and overseeing all Global Learning Lab functions and driving the continuous improvement of a high achieving, impact-focused team.
- To protect and develop the methodology through which we achieve our organisational purpose and impact, ensuring this is reflected and considered across all aspects of the Academy's work.

MAIN RESPONSIBILITIES

Organisational strategy and governance

Working with the Leadership Team and SEA Board you will:

- Contribute to strategic, financial and operational decision-making across all aspects of the UK and International organisation, ensuring effective governance, progress towards strategic goals, the sustainability of the business and the wellbeing of staff
- Be collectively responsible for the maintenance of a fair and transparent, inclusive and innovative working environment in which staff, Associates and learners thrive. There is an expectation that the role involves holding colleagues to account in relation to upholding values, culture and standards of performance
- Actively maintain connections across business functions, identifying issues and opportunities, introducing solutions and innovations, and sharing best practice across the business
- Provide accurate and timely management information to inform organisational-wide financial, progress and impact reporting and planning

Functional leadership and management

Working closely with Global Learning Lab specialists, SEA International, Hub Partner teams and selected Associate Learning Facilitators and contractors in Scotland and worldwide, you will:

- Oversee the development of the Academy's global strategy and approach to product development, quality assurance, accreditation, and promotion of learning and development, in order to achieve transformational learning. This includes:
 - the innovation, adaptation and sharing of baseline learning programmes, accreditations, and approaches, ensuring the ongoing accessibility, market relevance and impactfulness of the Academy's product portfolio
 - the development of digital systems for SEA learning programme delivery and management, including oversight of the Learning Management Systems and any other online or blended learning tools
 - Ensuring the quality of our delivery through Associate Learning Facilitator development and maintenance of accreditation status
 - the contribution of Global Learning Lab specialism to support learning evaluation, monitoring and reporting from all hubs to measure impact linked to our Theory of Change
 - supporting the development of a global marketing and communications approach, designed to deliver impact storytelling which influences external stakeholders, supports business growth and promote the Academy's international reputation and remit.
- Establish and ensure effective implementation of allocated global strategies, achieving annual targets, development priorities and strategic goals, through leading the facilitation of knowledge sharing relevant to Global Learning Lab functions within and across the organisation and international hubs
- Manage the budget for the Global Learning Lab to ensure the Academy's operations are cost effective and financially robust
- Collaborate on the induction and deployment of systems, strategy, support and products to enable effective growth of Academy hubs and excellent customer experience
- Support strong hub partner and supplier relationships, and develop relationships with strategic stakeholders and sponsors at national and international levels
- Where required, manage key client or funder contracts to innovate through practice and secure repeat or new business for the Academy

Team management and development

- Provide line-management to allocated posts and support and supervision to project contracted Associates. This includes overseeing workload allocation and prioritisation, conducting regular 1-2-1 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 Global Learning Lab team are well supported with a healthy and happy team culture, facilitating them to support and mentor each other
- Maintain and develop on-going working practices to ensure connection and collaboration across a geographically dispersed team
- Champion the work of the team across the organisation and develop a culture of belonging in which all staff feel valued and supported

PERSON SPECIFICATION

E = Essential | D = Desirable

	E	D
Qualifications		
<ul style="list-style-type: none"> • Qualification directly related to this role, such as a degree or higher degree in a related field or other professional qualifications such as Chartered Fellow or Member of the CIPD. 		X
Skills and Experience		
Strategic Leadership		
<ul style="list-style-type: none"> • Senior management experience and strong leadership skills, taking a leading role in initiating action, making decisions, managing performance, promoting inclusive team working and being part of collective leadership success. 	X	
<ul style="list-style-type: none"> • Ability to influence and engage in a collaborative way across all levels/teams in an organisation, including with a high-calibre Board of Trustees. 	X	
<ul style="list-style-type: none"> • A proven track record of leading diverse teams, building organisational capacity, and delivering effective outcomes that demonstrate business impact. 	X	
<ul style="list-style-type: none"> • Strategic and systems thinker with an ability to analyse complex organisational issues and relevant data to spot connections, lead and create imaginative and practical solutions to meet emerging needs and organisational objectives. 	X	
<ul style="list-style-type: none"> • Strong commercial acumen with an ability to quickly understand different business models and understand how they impact and influence business operations and performance. 	X	

Learning and Organisational Development		
• Demonstrable experience of developing transformational learning experiences from strategy to implementation, working with a diverse network of designers, facilitators and programme managers to replicate and deliver.		X
• Creative thinker who can draw on previous experience and current trends to ensure that our product offering is fit for purpose and innovative.		X
• A good understanding of and experience of applying a variety of adult learning and educational theories and principles.		X
• Thought leader with a proven ability to partner and advise others on learning, leadership development and talent management initiatives delivering evidence-based results.		X
• Breadth of experience in a range of learning and organisational development areas such as digital learning, accreditation, evaluation and impact measurement, and thought leadership content creation.		X
• Experience of embedding brand values across a variety of business functions		X
Team Development		
• Significant people management experience, working with a diverse team of functional specialists to build individual and organisational capabilities.	X	
• Skilled in taking a non-directive, coaching approach to help others develop.	X	
• Experience of working effectively with external contractors to augment a core team.		X
Stakeholder and Relationship Management		
• Outstanding relationship and partnership management skills, with demonstrable experience of nurturing relationships with people, partners and networks in different countries or sectors to achieve influence around a common cause.	X	
• Excellent communication skills (both written and oral), with a confidence in presenting and hosting, to credibly represent the Academy to partners and audiences at all levels.	X	
• Cultural sensitivity and the ability to connect with and relate to other cultures.	X	
• Experience of working with people from different nationalities, backgrounds and cultures.		X

Operational Management and Delivery

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| • An ability to manage a busy workload and competing priorities, using resources effectively. | X | |
| • Strong IT skills and comfortable using and developing operational systems and processes. | X | |
| • Experience of budgeting, financial planning and reporting. | X | |
| • Excellent report and proposal writing. | X | |
| • Experience of operating globally. | | X |

Values and Attitudes

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| • Commitment to the Academy's mission, vision and values. | X | |
| • A desire to change the world through learning and development. | X | |
| • Understanding of and commitment to the values of equal opportunity, diversity and social enterprise. | X | |
| • Ability to demonstrate the highest standards of discretion and integrity. | X | |

TERMS & CONDITIONS

Working hours

0.8 FTE (28 hours) - with an ability to manage flexible work hours, including occasional late evening / early morning to accommodate international calls/meetings.

Place of work:

There is scope for flexibility as to the work location of this post although there is a requirement for some office-based presence in Edinburgh to facilitate organisational learning, internal communications, working culture and team working. The balance between home, remote and office based working and the work base will be agreed in discussion with the postholder. A high degree of flexibility is expected in line with the remit of the role.

Travel

Occasional domestic and international travel may be required.

Leave

Annual leave entitlement is 25 days plus 10 public holidays.

Pay and benefits

£45,000 FTE (pro-rata)

Staff benefits include a generous company pension (up to 8%), an employee assistance scheme, and learning and development opportunities

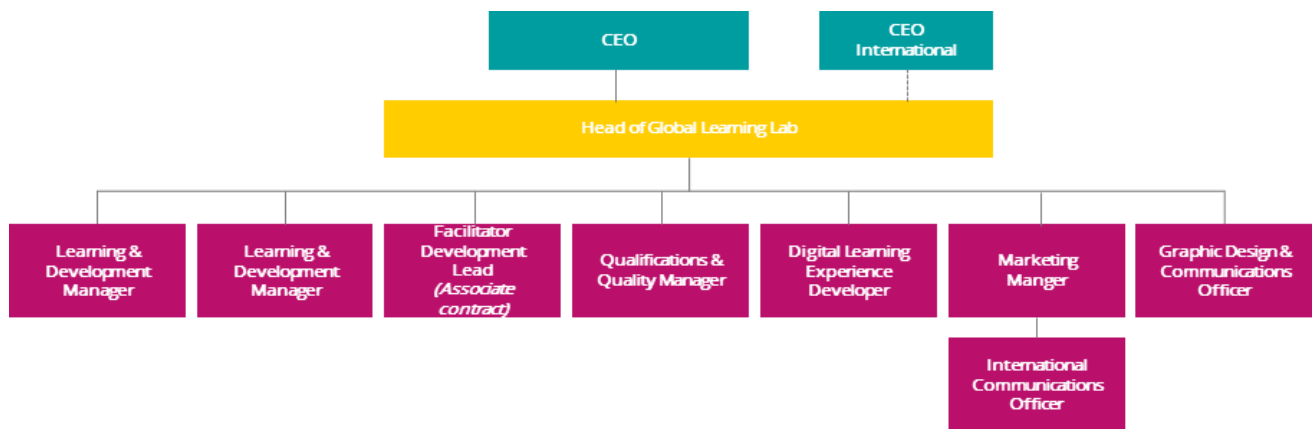
Notice period

2 months. This is a fixed term maternity cover role.

LINE MANAGEMENT AND SUPERVISION:

The post will report to the CEO with peer support from the Leadership Team, and will attend SEA Board meetings.

This post will line manage the Global Learning Lab team, and have influence to guide and develop the SEA International Network of Hub teams and Associates.



OUR COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

- We believe that having a diverse and inclusive staff team 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 equity, 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

HOW TO APPLY

- Complete the application form and the equality and diversity monitoring form. We ask for these to be completed and shared using the Word templates provided to ensure consistency and fairness as part of our equity, diversity and inclusion policy.
- Send your application form and equality and diversity monitoring form in **Word document format** to **seahr@socialenterprise.academy** by **1pm, Monday 14 November**.
- Please note that interviews will take place on **Wednesday 23 November 2022** in Edinburgh. *Interviews via Zoom will be considered where travel is not feasible.*

More information available at: **<https://www.socialenterprise.academy/scot/join-the-team>**

If you would like an informal chat to find out more about the opportunity, please contact the current role holder:

Claire Wilson | **clairewilson@socialenterprise.academy**

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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