

# **SOCIAL ENTERPRISE**

## **PROGRAMME CO-ORDINATOR**

This role supports all aspects of the work of the Social Enterprise team and is the first point of contact for their stakeholders in the UK. Main responsibilities include organising travel and visas for Social Enterprise experts and practitioners; preparing guest lists and making arrangements for internal and external events; processing contracts; creating and processing purchase orders and invoices. Other responsibilities include managing the contacts database and other aspects of record keeping and evaluation; handling external queries to Social Enterprise department; and diary management for senior members of the Social Enterprise team. The role also involves liaising with other teams within British Council and assisting with Social Enterprise department communications including social media and website.

## Role Information

Role	Pay Band	Location	Duration	Reports to:
Social Enterprise Programme Co-ordinator	British Council Pay Band 6	Any UK office	2 Year FTC	Head of Social Enterprise

## Role purpose

To provide administrative support, project assistance and professional sector liaison, making efficient use of processes and systems to ensure the smooth running and satisfactory delivery of the Social Enterprise team's work.

## Strategic Business Unit overview:

The British Council was founded to create 'friendly knowledge and understanding' between the people of the UK and wider world by making a positive contribution to the countries we work with, and in doing so making a lasting difference to the UK's international standing, prosperity and security. The programmes we use to do this are wide-ranging and cover the arts, education, English, science and society.

The Global Social Enterprise programme sits within the Arts and Society team. This is a new unit that has been created to demonstrate innovation in addressing global challenges. The team is committed to creating inclusive and sustainable programmes that are co-created and co-designed, to address shared challenges through a mutual approach.

Our Global Social Enterprise programme supports social enterprises to address social and environmental challenges and improve people's lives in our communities and societies. It promotes positive social change, inclusive growth and sustainable development while also sharing learning and building trust between the UK and other countries.

Currently running in 30 countries, the programme:

- Provides social entrepreneurs with skills training, business consulting, and access to funding
- Supports policy leaders to create enabling environments for social enterprise and social investment
- Delivers social enterprise -focused international development programmes
- Promotes social enterprise education in schools and universities and facilitates academic partnerships on social enterprise
- Commissions research and organises high profile events designed to share learning and best practice on social enterprise internationally
- Builds support networks linking social enterprises, funders and sector support organisations

Further information can be accessed at [www.britishcouncil.org/society/social-enterprise](http://www.britishcouncil.org/society/social-enterprise)

## Main opportunities/challenges for this role:

- Managing competing demands on time and resource.
- Proactive management of purchase order and invoice processing within a large corporate

- system.
- Supporting Global Social Enterprise programming and evaluation by maintaining up-to-date records of key meetings, contacts and activity.
- Maintaining good relationships across other sector teams especially Social Enterprise and education, as well as with business support teams (especially finance, IT and facilities).
- Assisting with programme delivery, including preparing contracts, payments and preparation for enterprise workshops globally.
- Identify and work towards meeting appropriate Equality Diversity and Inclusion targets.

## Main Accountabilities:

### Programme and team administrative support

- Supports implementation of an agreed set of project or programme activities (including, research, planning, partner liaison and logistics) to ensure these are delivered to time, budget and quality.
- In relation to administrative duties, operates effective, British Council compliant controls, risk management and monitoring and evaluation processes to track progress and alert colleagues and partners to issues as they arise.
- Under direction, uses agreed British Council templates to produce appropriate communications materials (across a variety of media), to help raise internal and external awareness of specific projects and programmes within designated area (e.g. preparing contracts, sourcing images, copy editing and proof reading text for publication).
- Assists with social media, communications and web site maintenance.
- Provides general administrative and logistical support to the to ensure the smooth and efficient delivery of Social Enterprise activities
- Occasional travel

### Customer/market focus

- Takes responsibility for responding knowledgeably and professionally to enquiries about the British Council's Social Enterprise work within the Arts sector to ensure a high quality customer experience and maintain the team's reputation internally and externally.

### Sector/subject expertise

- Proactively maintains a sound working knowledge of major developments, issues and stakeholders around social enterprise
- Occasional unsociable/evening hours in order to attend events.

### Relationship & stakeholder management

- Develops good working relationships with appropriate colleagues throughout the British Council
- As required, represents the British Council at social enterprise related events to ensure appropriate support is given to partners and other stakeholders.

### Financial and contract management support

- Administers British Council financial processes and procedures to enable effective budget and resource management for the team, e.g. finance and business system, procurement processes including preparation and issuing contracts, and production of regular financial reports.
- Makes travel arrangements for external contacts including flights, visas, accommodation etc and supports internal team travel requirements as requested.
- Actively seeks to ensure value for money on behalf of the British Council for example when booking venues, travel and arranging services.

### Leadership & management

- Plans and prioritises own work activities, which may span across a range of different projects

and programmes responding to changing and at times competing requirements to ensure effective delivery of responsibilities over a monthly time horizon.

- Tasks and coordinates others (e.g. internal colleagues, external partners, freelance advisers etc) to complete activities in accordance with agreed project or programme milestones or requirements.

## Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	EU passport/existing right to work in the UK	<i>Shortlisting</i>
Person Specification:		Assessment stage
Job Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

- Experience of office administration for example organising travel, finance, events and diary management.
- Experience of financial procedures such as invoicing and using SAP
- Knowledge of and interest in the UK's Social Enterprise movement

- Experience with organising international travel and visas.
- Experience with using a system to process purchase orders and invoices.
- Interest in international development

*Shortlisting & Interview*

British Council Core Skills	Assessment Stage
<b>Communicating and Influencing – Level 2</b> Displays good written and verbal skills, setting out logical arguments clearly adapting language and form of communication to meet the needs of different people/audiences	Shortlisting AND Interview
<b>Planning and Organizing – Level 2</b> Able to organise own work over weeks and months, or to plan ahead for team, taking account of priorities and the impact on others	<i>Shortlisting AND Interview</i>

<p><b>Using Technology – Level 2</b> Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use.</p>	<p><i>Shortlisting AND Interview</i></p>
<p><b>Managing Finance and Resources - Level 2</b> Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p>	<p><i>Shortlisting AND Interview</i></p>
<p><b>British Council Behaviours</b></p>	<p><b>Assessment Stage</b></p>
<p><b>Connecting with others (MORE DEMANDING)</b> Actively appreciating the needs and concerns of myself and others</p>	<p><i>Interview</i></p>
<p><b>Being Accountable (MORE DEMANDING)</b> Putting the needs of the team or British Council ahead of my own</p>	
<p><b>Making it happen (MORE DEMANDING)</b> Challenging myself and others to deliver and measure better results</p>	
<p><b>Creating shared purpose (ESSENTIAL)</b> Communicating an engaging picture of how we can work together</p>	
<p><b>Working together (MORE DEMANDING)</b> Ensuring that others benefit as well as me</p>	
<p><b>Shaping the future (ESSENTIAL):</b> Looking for ways in which we can do things better</p>	