

# Job Description and Person Specification

Last updated: 1<sup>st</sup> Oct 2024

## JOB DESCRIPTION

Post title:	<b>Social Enterprise Manager</b>		
Standard Occupation Code: (UKVI SOC CODE)	Unknown		
School/Department:	Careers, Employability & Student Enterprise (CESE)		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	4
*ERE category:	n/a		
Posts responsible to:	Head of Student Enterprise & Events		
Posts responsible for:	Social Enterprise Coordinator (Level 3)		
Post base:	Office-based (see job hazard analysis)		

<b>Job purpose</b>
<p>To support the Head of Student Enterprise and Events in designing, developing and overseeing the University's Social Enterprise programme. This role encompasses the day-to-day management of operational activities within the Social Impact Lab (SiL) and related initiatives, ensuring a meaningful experience for clients and stakeholders. Responsibilities include overseeing the Social Enterprise Coordinator, collaborating with Student Enterprise Consultants, and coordinating efforts to provide students and recent graduates with comprehensive support to foster a profound understanding of social issues. This support includes helping students create impactful social enterprises aligned with the UN Sustainable Development Goals, where appropriate, and signposting them to other relevant forms of intervention and partnership opportunities to address social issues comprehensively.</p> <p>The role also supports the broader work of the Student Enterprise Team, to help deliver other parts of the enterprise programme during periods of high demand or reduced team capacity.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. Work across all faculties to engage clients and stakeholders in the Social Enterprise offering. The role will ensure the organisation, development and delivery of the Social Enterprise offerings is in line with the Employability Action Plan and the Education and Student Experience, and Knowledge Exchange and Enterprise Strategic Plans, as well as the wider University Strategy, this includes:</p> <ul style="list-style-type: none"> <li>• Collaborate with the Head of Student Enterprise and Events to formulate long-term and short-term goals for the Social Enterprise team, identifying new opportunities for growth and innovation within the enterprise ecosystem. Anticipate future trends and challenges in the social and environmental landscape.</li> <li>• Oversee the implementation of initiatives, monitor progress, and adjust as necessary to ensure successful outcomes. Provide direction and guidance to the Social Enterprise Coordinator to effectively navigate and address any obstacles encountered.</li> <li>• Manage the day-to-day operations of the Social Impact Lab, including coordinating the team's deployment to effectively staff The Junction, where Social Impact Lab will operate from, maintaining the physical space, and access considerations, and fostering a welcoming environment for social business exploration and skill development.</li> <li>• Manage the Social Enterprise Coordinator to organise events, workshops, and networking sessions within the Lab, facilitating connections between students, social enterprises, and the regional community.</li> <li>• Promote the Junction as a central hub for innovation and knowledge exchange, with a strong emphasis on positive social impact. Provide comprehensive guidance and support to users, actively gathering feedback to ensure continuous improvement.</li> <li>• Ensure that provisions for students comply with health and safety standards, industry codes of practice, latest trends, guidelines, and internal and external policies.</li> <li>• Develop and maintain effective relationships with internal and external stakeholders to create and implement high-quality extra-curricular experiential learning activities. This includes event management, promotion, client feedback collection, and budget planning.</li> <li>• Present results and recommendations through advice, briefings, presentations, or reports. This will facilitate the interpretation of specific issues and support decision-making.</li> <li>• Utilise research and data on student social enterprise development needs and outcomes (such as student engagement, Careers Registration, Graduate Outcomes Survey, and HEBCIS) to identify, recommend, and prioritize the most effective social enterprise development activities.</li> <li>• Collaborate with the Student Enterprise Consultants to provide one-on-one mentoring and coaching sessions for students who seek to understand social issues and create positive social impact through a social enterprise or other mechanisms. Ensure that the proposed solutions are tailored to effectively address the specific social issues.</li> <li>• In conjunction with the Head of Student Enterprise &amp; Events, produce timely annual reports for the Social Impact Lab Board and to faculty Associate Deans of Enterprise to agreed quality standards, completing any associated admin in a prompt and efficient manner.</li> </ul>	40%

Key accountabilities/primary responsibilities	% Time
<p>2. Build and maintain an effective network of colleagues and partners to maximise the effectiveness of the social enterprise programme of activities, supported by the Head of Student Enterprise and Events to ensure it feeds into CESE priorities, including:</p> <ul style="list-style-type: none"> <li>• Provide specialist advice and work proactively with CESE colleagues, guiding stakeholders and partners in the University on best practice. Ensure CESE colleagues are informed about the social enterprise offering including staff development and coaching as appropriate.</li> <li>• Provide support to the Student Enterprise Team to enhance the enterprise ecosystem, and collaborate with the Student Enterprise Team to deliver the wider enterprise programme</li> <li>• Work collaboratively with the Employer Engagement Team, Work Experience and Events Team, Research and Innovation Services (RIS), Future Worlds, SETsquared the Southampton Business School, the Office for Development and Alumni Relations (ODAR), Widening Participation and Social Mobility (WPSM), and other internal stakeholders, to identify opportunities for students, including those that also serve to strengthen partnerships with local enterprise, and corporate partners.</li> <li>• Work with Employability Partnership Managers to provide/maintain an understanding of social impact to support them in embedding employability and enterprise within the curriculum.</li> <li>• Lead liaison with other departments such as Student Marketing, ODAR to promote and communicate social impact opportunities to the target audience and across all relevant channels.</li> <li>• Attend university committees/working groups as requested by the Head of Student Enterprise and Events to ensure areas of responsibility are represented and reported on.</li> <li>• Network with colleagues in other HEIs to identify best practices in Social Enterprise for positive social impact.</li> <li>• Support the enterprise ecosystem and assist academic colleagues in understanding relevant data.</li> <li>• Support the embedding of enterprise within the curriculum under the guidance of the Head of Student Enterprise &amp; Events, including creating partnerships to aid effective delivery.</li> <li>• Work with local organisations to help students to develop a deep understanding of the social issues they wish to address, emphasising both disciplinary and interdisciplinary approaches, and ensuring they comprehend how these issues manifest in local settings.</li> <li>•</li> </ul>	25%
<p>3. Line manage and supervise the CESE Social Enterprise Coordinator who has responsibility for the delivery of Social Enterprise Support to students and recent graduates. This includes:</p> <ul style="list-style-type: none"> <li>• Embedding a culture of continuous improvement and innovation, and meeting quality standards.</li> <li>• Motivating, coaching, and developing the Coordinator to ensure they have the appropriate level of skills, knowledge, and capacity to deliver an excellent student experience.</li> <li>• Conducting staff appraisals, inductions, and performance management for direct reports, ensuring that individual contributions are maximised. Formulate development plans to meet required skills and work with the Coordinator to identify relevant training opportunities.</li> <li>• Encouraging creativity in developing the social enterprise program.</li> </ul>	20%

Key accountabilities/primary responsibilities	% Time
<p>To contribute to broader initiatives to ensure high-quality, accessible and client-centred service including:</p> <ul style="list-style-type: none"> <li>• Cross-service / University projects, working groups or initiatives which support the achievement of Southampton's and CESE's objectives and enhancement of the student experience as part of SED, as determined by the Director of CESE.</li> <li>• Achievement and maintenance of agreed quality standards and external quality accreditation through ongoing review of practices, contributions to the assessment process and the delivery of high-quality measurable outcomes (eg Customer Service Excellence).</li> <li>• To develop and regularly update skills, through membership of and engagement in EEUK (Enterprise Educators UK) and AGCAS (Association of Graduate Careers Advisory Services) learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met, maximising the use of the AGCAS Professional Pathways to support career development.</li> <li>• To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that you are aware of and aligned with University of Southampton's strategic objectives on Equality, Diversity, and Inclusion.</li> <li>• Participate as appropriate in cross-functional activities at times of peak demand to support colleagues across the Student Experience Directorate (SED) such as international student registration, open days, and student recruitment events; confirmation and clearing.</li> <li>• To support Open days, careers fairs and other service-wide events that support the engagement of clients in Enterprise.</li> </ul>	10%
3. Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> <li>• Departmental senior management</li> <li>• Student Body</li> <li>• Student Societies</li> <li>• Student Services staff</li> <li>• Professional Services staff</li> <li>• Faculty staff</li> <li>• Future Worlds</li> <li>• Student Enterprise</li> <li>• Research and Innovation Services</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Students' Union</li> <li>• HEI Institutions</li> <li>• HEFCE, HESA, BIS and UCAS</li> <li>• Employers</li> <li>• Corporate Partners</li> <li>• Startups</li> <li>• National Governing/Professional Bodies</li> <li>• Members of the Public/Community Groups</li> <li>• Southampton Science Park</li> <li>• SETSquared</li> </ul>

Special Requirements
<p>The post holder will be required to work from a variety of campus locations or visit clients, stakeholders, or organisations external to the University and therefore must be willing to travel.</p> <p>A regular presence at Sir James Matthews building in Southampton and the Highfield campus will be required.</p> <p>The post holder is expected to work flexibly to provide services to a range of clients and stakeholders. Occasional evening and weekend work may be required to support events and wider university commitments such as open days.</p> <p>The ability to maintain a responsible and confidential approach to sensitive information.</p> <p>Demonstrate Southampton University behaviours (Embedding Collegiality – see below).</p>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification</p> <p>Experience of successfully delivering programmes of activity/projects in Higher Education</p> <p>Line Management experience</p> <p>Able to apply an awareness of principles and trends in a specialist or professional field and an awareness of how this affects activities in the University</p> <p>Knowledge and/or experience in either Sustainable Development, Social Innovation, Impact Investing, Community Development, Education and Training, Health and Wellbeing, Fair Trade and Ethical Sourcing, Corporate Social Responsibility (CSR), Technology for Good, Policy and Advocacy, Arts and Culture, Human Rights and Social Justice, Agriculture and Food Security.</p>	<p>Business/Degree (or equivalent qualification or experience)</p> <p>Experience of managing teams in Higher Education</p> <p>Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy</p> <p>Significant knowledge of social enterprises and/or charity sectors</p> <p>Knowledge of student enterprise and entrepreneurship.</p>	<p>Application</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Planning and organising	<p>Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy</p> <p>Able to manage conflicting demands in a challenging schedule</p>	<p>Experience of successful project management</p>	<p>Interview</p> <p>Application / Interview</p>
Problem solving and initiative	<p>Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them</p>		<p>Interview</p>

	Experience of using qualitative and quantitative data to critically evaluate, demonstrate and improve the effectiveness of activities		Application / Interview
Management and teamwork	<p>Previous line management experience</p> <p>Able to proactively work with colleagues in other work areas to achieve outcomes</p> <p>Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork</p> <p>Able to formulate development plans for own staff to meet required skills</p> <p>Actively participate in planning sessions, training events and peer review to maximise professional performance</p>		<p>Application/ interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Communicating and influencing	<p>Able to provide accurate and timely specialist guidance on complex issues</p> <p>Able to use influencing skills to develop understanding and gain co-operation</p> <p>Evidence of good networking skills including maintaining good partnership working with a range of colleagues</p>		<p>Application/ interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Other skills and behaviours	<p>A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally</p> <p>Evaluate systematically and rigorously the impact of service provision</p> <p>Regularly evaluate professional performance and reflect constructively using evidence to improve performance</p> <p>Able to understand cultural diversity</p>	Able to develop resources to support and guide students and staff in enterprise and entrepreneurship	<p>Application/ interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Special requirements	Ability to demonstrate understanding of role / motivation for applying		Application / Interview

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input checked="" type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
<b>EQUIPMENT/TOOLS/MACHINES USED</b>			
## Food handling			
## Driving university vehicles (eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
<b>PHYSICAL ABILITIES</b>			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
<b>PSYCHOSOCIAL ISSUES</b>			
Face to face contact with public	X		
Lone working			
## Shift work/night work/on call duties			

## Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
<b>Personal Leadership</b>	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
<b>Working Together</b>	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
<b>Developing Others</b>	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
<b>Delivering Quality</b>	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
<b>Driving Sustainability</b>	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others