



European Union

European Regional
Development Fund



OSEP CIC

Sub-contracting opportunity

Delivery of OxLEP ERDF funded programme

Support for Social Enterprise and purposeful business

eScalate Enterprise Support Manager

Background

OSEP is a Community Interest Company (CIC) established specifically to support the social enterprise sector in Oxfordshire to address its fast-growing development and support needs. It has been awarded a contract by OxLEP (Oxfordshire Local Enterprise Partnership) to deliver part of an ERDF (European Regional Development Fund) programme (eScalate) to support local SME's (Small and Medium Enterprises). The segment of the programme being delivered by OSEP is focused on supporting Social Enterprises, social entrepreneurs, enterprising charities and other purposeful businesses that meet the qualifying criteria of the programme. The basis on which OSEP won the contract is that it will draw expertise and experience from people and organisations within the community it supports, to deliver these services. More information about OSEP, OxLEP and the programme can be found at the end of this document.

OSEP is now seeking applications for the delivery of the various elements of this programme.

This opportunity

Role Title: eScalate Enterprise Support Manager

Outline

The Enterprise Support Manager (ESM) will proactively seek and engage with organisations and social entrepreneurs that could take part in the eScalate programme, as well as handle and respond to referrals and enquiries from those seeking support. The ESM will report directly to the OSEP Board and work closely with the eScalate Programme Manager, liaising with the OxLEP Growth Hub eScalate Project Manager and other key members of the OxLEP team. The role will also require close engagement and support for all the elements of the eScalate programme. The work will be undertaken across the normal working week, requiring a flexible approach for the equivalent of 8 hours (1 day) per week.

Main responsibilities

- Seek and support social entrepreneurs, Social Enterprises, enterprising charities and purposeful businesses and encourage engagement in the various elements of the eScalate programme:
 - Peer to peer mentoring support
 - Regional Hubs and facilitators
 - Online platform
 - Referrals to Access to Finance
- Support and contribute to the project advisory Steering Group
- Establish and develop strong relationships with others involved in the programme and local landscape
- Maintain an ongoing relationship with the participants to ensure that evidence is recorded and reported
- Support the extension of the networking and peer learning activities to market towns and rural areas across Oxfordshire.
- Help to promote Oxfordshire nationally as an exemplar for Social Enterprise and purpose-driven business
- Engage in and support national initiatives such as SE UK's "Social Saturday" and "Buy Social" campaigns
- Collaborate with related local networks such as Low Carbon Hub, Community Action Groups, Good Food Oxford, The ROBIN Network etc
- Share the responsibility with others involved in the programme to ensure targets are exceeded.
- Ensure that data including details of the advice provided and time recording is captured appropriately in conjunction with OxLEP paperwork to ensure that all the information submitted is compliant and claimable.
- Prepare and submit progress reports including evidence of deliverables / outputs set out below

Period of engagement

The eScalate programme runs until March 2022 and the role will be required for the duration of the programme. This sub-contract will initially be awarded on the basis of a one-year agreement, subject to quarterly reviews and an option of renewing at the end of year one and year two if mutually agreed between OSEP and the successful sub-contractor.

Rate

Applicants are expected to propose a rate between £300 - £350 per day (exclusive of VAT), which would be invoiced to OSEP at the end of each completed month, payable within 30 days.

Application process

Applications for this post should be made using the accompanying form, along with a covering letter. These should be sent by email to OSEPapplications@gmail.com with a subject line of "eScalate Enterprise Support Manager application". **The deadline for applications is 9am Monday 2nd September 2019.** Applications received after this date may not be considered.

Applications will be received by the Chair of a Procurement Panel and then considered by the Panel. Shortlisted applicants will then be called for interview w/c 16th September. The role will commence as soon as possible after it has been awarded.

Person specification

Essential experience and evidence of:

- Broad knowledge and experience of social enterprise and investment in Oxfordshire, the UK and internationally, and more generally the area of inclusive economic development.
- Working on funded programmes with accountable reporting requirements, such as ERDF, for example
- Working within and across sectors; Social Enterprise, voluntary, private and public sectors
- Providing Business Support
- Establishing and developing partnerships and building networks and communities of practice
- Monitoring and preparing reports
- Reporting to a Board
- Strong, established local and national networks in the Social Enterprise, voluntary, private and public sectors
- Developing relationships with, Influencing, negotiating with and representing external stakeholders

Essential Skills and Aptitude

- Highly self-motivated, creative and determined with the ability to take initiative and problem solve effectively
- Ability to network and build relationships with a wide range of stakeholders
- Ability to communicate clearly both orally and in writing at all levels and across all sectors
- Ability to work under pressure with conflicting priorities to meet deadlines
- Ability to work independently, prioritise and manage own workload when juggling numerous tasks on a range of different projects or enquiries
- Problem-solving skills in order to offer practical solutions to others involved in the programme
- Ability to develop projects and implement action plans to agreed timescales
- Ability to deal with confidential and sensitive information appropriately
- Computer literate to include extensive use of internet, email and Microsoft Office products or equivalent
- Ability to identify capacity building needs within the third sector
- Ability to negotiate, lobby and influence policy at a local level

Essential Knowledge and Understanding

- A comprehensive understanding of Social Enterprise locally and across the UK
- Excellent knowledge of Local, Regional and National Government strategies relating to Social Enterprise including the Social Value Act and Inclusive Economy
- Excellent knowledge of appropriate funding sources and initiatives to support the development of Social Enterprise

Other

- Full driving licence and access to a car or other appropriate transport to travel around the county

Compliance, policies and Procedures

This service is being sub-contracted from a contract between OSEP CIC and OxLEP, therefore, the successful service provider must be able to comply with relevant requirements under the contract.

Full details will be provided but, for example the insurance requirement is:

Public liability insurance (minimum of £5,000,000 (five million) for each and every claim);

Employers liability insurance (minimum of £10,000,000 (ten million) for each and every claim);

Professional indemnity insurance (minimum of £5,000,000 (five million))

About OSEP

OSEP was originally set up in 2013 as an informal partnership by Oxford Brookes University and the University of Oxford. Since then, it has been supporting social entrepreneurs and social enterprises in a range of ways. In March 2019 it was incorporated as a Community Interest Company.

OSEP's activities provide benefit to *"The community of Oxfordshire and in particular, organisations, enterprises and entrepreneurs (including but not limited to students) operating to make positive social and/or environmental impact, social enterprises, entrepreneurs, and those seeking to set up such organisations or activities to support this within Oxfordshire"*. It has no other purpose than to perform this enabling role in Oxfordshire and as a CIC, any profits are re-invested back into the organisation to fund more of that work. OSEP is managed by voluntary board and was established by local Social Enterprises and other experts in this field including the universities.

About the eScalate Programme

eScalate is a three-year project, running from 1st April 2019 to 31st March 2022, targeting eligible SMEs, including scale-ups and those with scale-up potential, and social enterprise SMEs across the Oxfordshire Local Enterprise Partnership (OxLEP) area. The project will be delivered by OxLEP through the Growth Hub and will sit alongside the Oxfordshire Business Support (OBS) and Innovation Support for Business (ISfB) ERDF funded projects, providing a seamless range of support services for eligible SMEs. OxLEP's holistic Growth Hub offer aligns with and adds value to existing activities and provides greater ability to cross refer, reduces duplication and increases opportunities for collaboration. At present there is very limited access to finance support available through the Growth Hub and, although social enterprises could participate in the existing projects there is no bespoke support available for them.

Access to finance is one of the key issues for businesses looking to scale up and grow. Without access to adequate finance and support to help prepare them to access finance, potential growth businesses find it difficult to access the finance necessary for them to grow and thrive. As the project cannot introduce or recommend sources of finance to the beneficiary SMEs, the support needs that the project can address range from understanding the different funding options to detailed investment readiness support.

Recognising that social enterprises are businesses like any other, and therefore require the same types of support as any business, social entrepreneurs and those who run social enterprises often have a different mindset and approach to businesses which puts the business element second behind the primary social element of the business. Given this, mainstream business support is less likely to appeal to social enterprises and the current gap in dedicated support for social entrepreneurs is a key gap in provision in the current Oxfordshire Business Support project.

The eScalate project will be delivered by staff embedded in the Growth Hub. They will lead the creation of a co-ordinated range of products which maximises delivery, increases opportunity for referrals and economies of scale from utilising the existing Growth Hub and business support infrastructure in the Oxfordshire LEP area.

eScalate will provide the following business support elements:

1. eScalate Programme Adviser – delivered by OxLEP
2. Social Enterprise Support – delivered by a sub-contractor procured by OxLEP [Won and being delivered by OSEP]
 - Specialist peer to peer business development support
 - Leadership and Business Sustainability programme
 - Social Enterprise Hubs
 - Social Enterprise Platform
 - Access to Finance for Social Enterprises
3. eScalate Grants – delivered by OxLEP

Outputs

As this project covers two investment priorities, the division of deliverables between the priorities is expected to be as follows. OSEP and its sub-contractors will work to contribute towards the following targets of support under each of the contracts as per ESIF-GN-1-002 Output Indicator Definitions Guidance for the European Regional Development Fund:

- Number of enterprises receiving support
- Number of enterprises receiving non-financial support
- Number of new enterprises supported

OSEP and its sub-contractors will also contribute to the following targets:

- Number of enterprises receiving grants
- Number of enterprises supported to introduce new to firm products.