

**Information pack for the role of
Senior Workforce Development
Manager at
WorldSkills UK
October 2024**

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1. Why work for WorldSkills UK

At WorldSkills UK, we have big ambitions to help the next generation, our education system and the economy.

We are working to help create a world-class further education system that tackles vocational snobbery head on, so more young people get better opportunities and are not written off because going to university isn't right for them.

We are working to showcase that the WorldSkills UK way of mainstreaming global best practice is working to drive up standards in training, helping more young people and employers succeed.

We are working to help create a more inclusive skills system that gives more young people from diverse backgrounds a better chance of success in work and life.

We are a unique platform working with leaders in education, business and governments across the UK and our partners across the world.

As an employer ourselves we aim to be truly inclusive, offering a hybrid and collaborative working culture. We pride ourselves on having a flexible approach to our working practices and are happy to discuss flexible working options with suitable candidates.

Join us, if you are ambitious to shape the future of further education, change lives and help create a world-class skills economy for the UK. Because when young people succeed, we all succeed.

2. About WorldSkills UK

WorldSkills UK is a four nations partnership between education, industry and UK governments. It is a world-class skills network acting as a catalyst for:

- raising standards, through international benchmarking and professional development
- championing future skills, through analysis of rapidly changing economic demand
- empowering young people, from all backgrounds, through competitions-based training and careers advocacy.

We are working to help the UK become a 'skills economy', boosting the prestige of technical and professional education by embedding world-class training standards across the UK to help drive investment, jobs and economic growth.

We're a proud member of WorldSkills, a global movement of over 80 countries. WorldSkills supports young people across the world via competitions-based

training, assessment and benchmarking, with members' national teams ultimately testing their ability to achieve world-class standards in the biennial 'skills olympics'. The insights we gain from training as part of this global network enables us to embed world-class training standards across the UK to help drive investment, jobs and economic growth.

Our vision – what we believe

We believe in the value and prestige of technical education and its potential to empower young people and drive growth.

Our mission – what we want

To embed world-class training standards across the UK to improve the quality of apprenticeships and technical education for the benefit of all young people and business.

Our brand values

Inclusive:

We champion the benefits of high-quality apprenticeships and technical education and help more young people, whatever their background, develop their skills set and mindset to ever higher standards to get the best start in work and life.

Bold:

We are ambitious and daring in the way we do things and communicate about them. We are flexible to allow for the challenges that an ever-changing economic and skills landscape brings.

Positive:

As a progressive and passionate organisation, we see that our support makes a measurable difference. We help young people start out on the right path to reach their potential and we give UK employers a competitive edge by developing highly skilled employees.

3. Structure and governance

WorldSkills UK has a dynamic, hardworking staff team of circa 50 supported by a wider network of further technical experts and performance and wellbeing coaches. Our team is structured into four directorates and the Executive Office. Each directorate is led by a director, who together with the Chief of Staff (Company Secretary) and Chief Executive Officer (CEO) form the Senior Leadership Team. WorldSkills UK is a registered charity with a Board of Trustees strategically overseeing its effective operation in conjunction with the CEO to ensure it meets its charitable objectives. The Board is made up of

representatives of further education, skills and industry ensuring that the organisation's activities are firmly representative of the audiences and target groups it serves in its work.

4. Our approach to equity, diversity and inclusion

At WorldSkills UK we value equity, diversity and inclusion and recognise that it is critical to our success.

We are committed to creating an inclusive environment for all who work with us and strongly encourage applications from anyone who meets the specific criteria of the post regardless of age, disability, ethnicity, gender, gender reassignment, marital and civil partnership status, pregnancy, religion or belief or sexual orientation.

As a member of the Disability Confident Scheme, we guarantee interviews to all disabled candidates who meet the minimum criteria for our vacancies and are committed to making reasonable adjustments at all stages of the recruitment process to enable candidates to perform to the best of their ability.



5. About the role

Join WorldSkills UK as a senior programme manager to lead the award-winning Centre of Excellence, where you'll drive transformative change in workforce development and education on a national scale.

We're looking for a dedicated, results-oriented leader with a proven track record in managing and delivering impactful workforce development programmes. In this role, you will lead a team, ensuring high-quality outcomes, strengthening stakeholder partnerships, and making a measurable impact on teaching, learning and assessment across the UK.

Job description

Role:	Senior Workforce Development Manager
Directorate:	Standards
Team:	Workforce Development
Manager:	Director of Standards
Direct reports:	4 x High-Performance Skills Coach & 1 x Network Member Manager

Role purpose

The Centre of Excellence is WorldSkills UK's flagship programme, dedicated to transforming the quality of teaching, learning, and assessment across Technical and Vocational Education and Training (TVET). This pioneering programme drives innovation and raises standards by delivering world-class training and development opportunities for educators, ultimately enhancing outcomes for learners and ensuring the UK's global competitiveness in skills excellence.

As Senior Workforce Development Manager, you will lead the programme management of the Centre of Excellence, playing a pivotal role in advancing its mission. You'll oversee a growing network of member institutions committed to achieving excellence by integrating international expertise and best practices from around the globe. Your leadership will ensure the Centre of Excellence influences every aspect of teaching, learning, and assessment, setting new benchmarks that elevate the quality of education across the sector.

Key tasks and responsibilities

1. Programme management:

Provide effective programme management ensuring the Centre of Excellence operates at the highest standards, with strategic oversight of all workstreams, including stakeholder engagement, resource management, and performance monitoring.

- Leading the programme's strategic planning and execution, ensuring that all workstreams—including budget management, timelines, and resource allocation—are closely aligned with overall objectives. Proactively address challenges to maintain programme momentum and achieve milestones effectively.
- Building and maintaining strong relationships with both internal and external stakeholders to support programme success. Facilitate effective communication and alignment across teams, partners, and member institutions, promoting active engagement and collaboration throughout all programme phases.

- Establishing and overseeing a robust framework for monitoring and evaluating programme performance, focusing on impact assessment and continuous improvement. Provide regular reports on outcomes and insights, manage risks to ensure programme goals are met, and utilise evaluation data to inform strategic adjustments that enhance programme effectiveness.
- Overseeing the marketing and communication activity to promote the programme, ensuring it is visible and well-positioned among key audiences and stakeholders. Collaborate with the marketing team to develop targeted campaigns that highlight programme achievements, generate interest, and enhance engagement within the Centre of Excellence network and wider education and skills sector.

2. Network member Management:

Lead and execute a comprehensive member engagement strategy, driving value through targeted onboarding, recognition programmes, and an evolving account management framework to foster long-term member satisfaction and retention. Oversee tracking and analysis to inform strategic improvements and identify growth opportunities that align with the Centre of Excellence’s mission to expand impact.

- Developing and implementing a member engagement strategy, ensuring that institutions gain significant value from their involvement in the Centre of Excellence to include a recognition and awards programme to reward and celebrate members’ excellent practice and engagement with the Centre of Excellence.
- Providing strategic oversight to the enrolment and validation process for new members, ensuring that new institutions meet the Centre of Excellence’s standards, and work closely with the Network Member Manager to streamline onboarding, guaranteeing a positive initial experience that sets the stage for long-term involvement.
- Overseeing the tracking and evaluation of member engagement, using data to identify trends and areas for improvement. Provide regular updates on membership retention, engagement levels, and impact to leadership, and work with the Network Member Manager to develop strategies based on these insights.
- Identifying growth opportunities and enhancements to the programme offerings that can address emerging industry needs, supporting the Centre of Excellence’s mission and expanding its reach and impact.

3. Workforce Development:

The Senior Workforce Development Manager will lead a team of High-Performance Skills Coaches to design, implement, and continuously improve a world-class teacher training programme. By incorporating global insights and

innovative practices, this role ensures that the programme enhances teaching quality and raises educator capacity to deliver world-class education.

- Utilising insights from international benchmarking and emerging trends from global partners to incorporate cutting-edge methodologies and world-class standards into the teacher training programme.
- Leading a team of Skills Coaches to guide the development and delivery of high impact teacher training experiences, focusing on practical and solutions focussed strategies underpinned by international best practice that improve teaching, learning, and assessment.
- Overseeing the planning and scheduling of training activities to align with the academic calendar, ensuring that sessions are well-timed and accessible to educators throughout the year. Collaborate with the Marketing and Communications teams to promote training opportunities, generate demand, and expand programme reach, actively engaging member institutions and their teaching staff.
- Establishing robust tracking and evaluation systems to monitor programme outcomes, using data to measure the effectiveness of training content and delivery. Analyse engagement and impact metrics to inform ongoing improvements, ensuring alignment with Centre of Excellence goals and maintaining the programme's reputation for excellence.

4. General responsibilities for a Senior Manager

In addition to the key tasks and responsibilities set out above, all employees at this level are expected to:

- Manage, support and motivate allocated staff to successfully deliver activities/tasks.
- Manage resources (including staff, volunteers, suppliers, and partners) so that all project elements are delivered to acceptable standards on time, to budget and meet the required specifications and objectives.
- Contribute to a performance driven culture ensuring outcomes and activities are continuously monitored, reviewed, and evaluated against grant KPIs, resolving issues, and initiating appropriate corrective action.
- Establish a strong mechanism to measure impact, capture, report, and transfer intelligence across programmes of work.
- Produce requirement specifications in line with WorldSkills UK's procurement strategies for all outsourced activity.
- Maintain WorldSkills UK's established management policies for dealing with risks and issues for the Workforce Development team and the wider organisation.
- Contribute to the successful delivery of WorldSkills UK's strategic priorities and annual business objectives.

- Promote and comply with WorldSkills UK's Employee Handbook and the policies contained therein with particular reference to those related to Health and Safety and on equity, diversity and inclusion.
- Carry out any other duty as may be reasonably assigned that is consistent with the nature of the job and its level of responsibility. Any significant changes will be made in consultation with the post holder acknowledging experience, education and ability.

Person specification

Key: [E] Essential / [D] Desirable.

Qualifications and experience:

- Experience in leading and managing workforce development programme or membership management in Technical and Vocational Education and Training (TVET) [E].
- Experience working as a manager within education or business with a focus on TVET [E].
- Experience managing multi-stakeholder education and training programmes for TVET teachers and trainers [E].
- Experience in leading or managing large scale complex programmes in the publicly funded sector [E].

Knowledge and skills:

- Knowledge and understanding of current policies and reforms in further and higher technical education, apprenticeships, and T Levels [E].
- Strong programme and budget management expertise [E].
- Ability to implement change initiatives, focusing effort and commitment on making change work [E].
- Ability to absorb and evaluate complex information quickly and use this to construct and manage robust plans which deliver the required strategic objectives [E].
- Understands consequence of actions and long-term impact and / or wider implications of decision-making process [E].
- Ensuring issues, dependencies and risks are identified, assessed, mitigated; ensuring delivery is in line with organisational prioritise [E].
- Able to influence, negotiate and manage the action of others, including remote teams [E].
- Able to develop and manage highly effective relationships and coordinate a range of partners and stakeholders both internally and externally to successfully deliver objectives [E].
- Proven ability to drive member engagement and retention strategies [E].

Personal qualities and attributes:

- Very reliable and with a high level of probity [E].
- Able to work to own initiative with broad direction [E].
- Able to think creatively and solve problems [E].
- Flexible in working methods and ideas [E].
- Excellent team player and collaborative approach to work [E].
- Enthusiastic and able to motivate others [E].

Special circumstances:

- Prepared occasionally to work outside normal hours [E].
- Prepared to travel within the United Kingdom [E].
- Able to spend time away from home [E].

Summary of terms and conditions

- Permanent.
- The salary for this role is £50,000.
- WorldSkills UK offers a maximum employer's contribution to your pension of 6% of your basic salary, on the condition that you make an employee contribution to your pension of at least 3%. You may choose to contribute a higher percentage of your salary to your pension, subject to statutory limits.
- Group Death in Service (Life insurance) 3 x annual salary.
- Health Care Cash plan.
- Normal place of work is Third Floor, 25 Wilton Road, London SW1V 1LW. This role is office based (as above) but with flexible hybrid working. It is expected the postholder will attend the office at least once or twice a week.
- Full time working hours are a minimum of 35 hours per week, normal working hours are 09:00 to 17:00 Monday to Friday although we pride ourselves on having a flexible approach to our working practices and service delivery and are happy to discuss flexible working options, including part time, with suitable candidates.
- 25 days' annual leave [which will increase by one additional day for each completed year of service up to a maximum of 30 days] plus public and bank holidays.
- The post is subject to six months' probationary period with one month's notice during the probationary period and two months' thereafter.
- The offer of appointment will be subject to satisfactory references.
- Salaries are paid monthly by direct transfer on or about 21st of the month.

6. How to apply

WorldSkills UK is committed to making appointments on merit by fair and open processes and use a blind recruitment approach. Please ensure that you **submit your application in Word** to help us in this process.

Applications should be submitted no later than **midday on Thursday, 28 November 2024** by email to Kam Govender, HR and Recruitment Coordinator at jobs@worldskillsuk.org and must include:

- A curriculum vitae detailing your full career history with identifying information removed.
- A supporting statement with evidence of your suitability for the role, considering the points listed in the role description and person specification (throughout the recruitment process we will be looking for examples and evidence of your experience, knowledge and skills).
- A separate document containing your contact details and confirmation of your right to work in the UK.

Equity, diversity and inclusion monitoring

As an organisation that is continually striving to ensure it is both diverse and inclusive in all areas of its recruitment and employment processes, we would like to collect some additional details from you. On this basis all applicants are asked to complete an Equity, Diversity and Inclusion Monitoring Questionnaire at https://www.surveymonkey.co.uk/r/WSUK_Recruitment_2023-24.

This information is classed as sensitive data and you are not obliged to give it to us. You will not be disadvantaged in any way should you choose not to.

The information you supply is not used to process your application, nor does anyone directly responsible for the selection process ever have access to it. The data is pseudonymised and used to understand how best to meet our equity, diversity and inclusivity targets.

Process and timelines

It is intended that first-round interviews will be held by Zoom w/c 9 December 2024. Short-listed candidates will be advised of the process. Second round interviews will be held w/c 16 December 2024.

Reasonable adjustments will be offered to all candidates and every stage of the recruitment process for further information please contact Kam Govender, HR and Recruitment Coordinator at jobs@worldskillsuk.org