

**Information pack for the role of
WorldSkills UK – Senior Delivery
Manager: March 2026**

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1. Why work at 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.

We are working to help the UK become a world class 'skills economy', boosting the prestige of technical and professional education across the UK to help drive investment, job creation and economic growth.

Our values

We are driven by excellence

We deliver excellence in UK skills at a global level. Our ambitions for young people are mirrored in the standards we set ourselves. We take pride in our reputation for quality, aim high, and support each other to be the best we can be.

We innovate with purpose

We work at our best in a spirit of joint endeavour and collaboration. We create space to listen, share, challenge, celebrate achievements and learn from setbacks. We create a respectful, dynamic and inclusive environment where colleagues are able to achieve their potential.

We are people-centred and professional

We build positive, collaborative relationships with colleagues as well as stakeholders. We seek to understand each other's priorities, show kindness and respect in our interactions, and to build trust and clarity through honest and open communication.

3. Structure and governance

WorldSkills UK has a dynamic, hardworking staff team of circa 45 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

The Senior Delivery Manager is a key role within the Standards Directorate, responsible for leading the effective operational delivery of WorldSkills UK's workforce development programmes and services. The postholder will lead the planning, coordination and continuous improvement of delivery systems, processes and performance management to ensure high-quality outcomes for the education and skills sector.

Working closely with internal teams, trainers and external partners, the role combines project and contract management with operational leadership. The Senior Delivery Manager will ensure programmes are delivered efficiently, meet funder and stakeholder requirements, and have meaningful impact for further and higher education institutions and the wider skills system.

Job description

Role:	Senior Delivery Manager
Directorate:	Standards
Team:	Workforce Development
Manager:	Director of Standards
Direct reports:	Education Network Manager, High Skills Performance Coach and Curriculum Lead (two colleagues)

Role purpose

The Senior Delivery Manager plays a key role in leading high-quality operational delivery across WorldSkills UK's workforce development products and services. The postholder will be responsible for contract, project and performance management, ensuring all programmes are delivered efficiently, consistently and to a high standard. Working closely with colleagues across the organisation, this role leads operational systems, processes and delivery management to support effective provision for further and higher education and the skills system, raising standards of teaching, learning and assessment.

Key tasks and responsibilities

The postholder will be accountable for ensuring that workforce development programmes and services are delivered efficiently, compliantly and to a high standard, with strong operational oversight and continuous improvement.

Contract and project management

- Lead contract and relationship management with key grant funders, ensuring compliance with funding agreements and timely resolution of delivery issues.
- Ensure timely and accurate reporting, including regular performance updates and financial summaries, to support effective oversight and decision making.
- Maintain strong operational governance by identifying, managing and mitigating risks, and escalating issues appropriately.
- Oversee evaluation activity, ensuring evidence and insights to inform continuous improvement and future programme development.

Operational management

- Oversee data management processes to ensure accurate collection, monitoring and reporting of operational and performance data.
- Lead the development, implementation and continuous improvement of systems and tools that underpin programme delivery (e.g. CRM, dashboards, workflow).

- Design, refine and maintain operational processes that support high-quality, efficient delivery and a positive customer experience across all workforce development activities.

Delivery management

- Lead the planning, implementation and delivery of workforce development products and services to ensure they meet agreed project objectives, quality standards and stakeholder requirements.
- Plan and oversee high-impact events and training delivery, managing the full end-to-end customer journey from promotion and delegate engagement, through booking and delivery, to post-event evaluation. Ensure all activity is scheduled and sequenced effectively around the academic year.
- Manage and support the team of trainers and coaches to deliver high-quality, consistent and impactful training and engagement activity.
- Coordinate internal and external resources to ensure smooth, timely and cost-effective delivery of programmes and services.

General

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

- Manage, support and motivate allocated staff to successfully deliver agreed activities and tasks.
- Produce specification requirements in line with procurement processes for outsourced activity.
- Contribute to organisational risk and issues management processes.
- Support delivery of WorldSkills UK's strategic priorities and annual business plan.
- Ensure resources (staff, suppliers, partners, volunteers) are managed efficiently and effectively.
- Contribute to a performance-driven culture with robust monitoring, evaluation and reporting.
- Demonstrate WorldSkills UK's values in all aspects of the role, contributing to a collaborative, inclusive and high-performing organisational culture.
- Promote and comply with WorldSkills UK's policies, including safeguarding, health and safety, equality, diversity and inclusion.
- Carry out any other duty as may be reasonably assigned that is consistent with the nature of the role and its level of responsibility. Any significant changes will be made in consultation with the post holder taking account of their experience, skills and capability.

Person specification

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

Qualifications and experience:

- Experience of operational, project or programme management within education, skills or workforce development [E].
- Experience managing complex projects and multiple stakeholders in publicly funded or grant-funded environments [E].
- Experience of event management or oversight of outsourced delivery [D].

Knowledge and skills:

- Strong programme and budget management skills [E].
- Ability to lead operational change initiatives and embed new systems and processes [E].
- Strong analytical skills, with the ability to interpret complex information and translate insights into action [E].
- Excellent risk management, problem-solving and decision-making skills [E].
- Ability to influence and motivate colleagues and partners, including those working remotely [E].
- Ability to build strong and effective relationships with internal and external stakeholders [E].

Personal qualities and attributes:

- Demonstrates professionalism, reliability and sound judgement [E].
- Organised and methodical, with a structured approach to planning and delivery [E].
- Able to work independently, using sound judgement and initiative, while collaborating effectively with others [E].
- Able to identify practical solutions and improve ways of working [E].
- Adapts positively to changing priorities and ways of working [E].
- Works collaboratively with colleagues and partners to achieve shared goals [E].
- Able to motivate and support others to deliver high quality work [E].

Special circumstances:

- Able to work occasionally outside normal hours where required [E].
- Able to travel within the United Kingdom, where required [E].
- Able to undertake occasional overnight stays where required [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, 52-54 St John Street, London EC1M 4HF. This role is office based (as above) with flexible hybrid working. It is expected the postholder will attend the office at least once or twice a week (a minimum of four days per month).
- 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, 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 two weeks' notice during the probationary period and one month 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 (curriculum vitae and cover letter)** to help us in this process.

We recognise that no candidate is likely to meet every criterion in full. If your experience is not an exact match but you believe you can bring relevant skills and experience to the role, we encourage you to apply.

Applications should be by email to jobs@worldskillsuk.org and must include:

- Curriculum vitae outlining your full career history. Please remove identifying information such as your name, contact details, date of birth, nationality, photographs and links to personal profiles to support our anonymised recruitment process. This includes your name, email address, date of birth, nationality, languages spoken other than English, photographs, and links to personal profiles (e.g. LinkedIn). Applications that contain identifying information in the CV may not be considered.
- Supporting statement outlining your suitability for the role, addressing the points listed in the role description and person specification. Throughout the recruitment process we will be looking for clear examples and evidence of your experience, knowledge and skills.

- Separate document containing your name, contact details (email and phone number) 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 [WorldSkills UK Recruitment Diversity Monitoring Questionnaire 2025-26 Survey](#).

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.

Interview process and timeline

It is intended that the interview process will have two stages:

- **Stage 1 – online via MS Teams.** The interviews will be held on Tuesday 7 April 2026.
- **Stage 2 – in person.** Candidates progressing to the second stage will be invited to attend an in-person interview at our office: Third Floor, 52–54 St John Street, London EC1M 4HF. This stage of the interview process will take place on Wednesday 15 April 2026. Candidates will be asked to complete an interview task as part of this stage of the process, details of which will be provided to those invited to the interview.

Reasonable adjustments will be offered to all candidates during the recruitment process. For further information please contact our Senior HR Manager, Andreea Ojog at jobs@worldskillsuk.org.

Application deadline

The deadline for applications is **Sunday, 29 March 2026 at 17:00**. Please note that late or incomplete applications will not be considered.