

**Information pack for the role of  
Network Member Manager at  
WorldSkills UK  
November 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**

WorldSkills UK is seeking a dynamic Network Member Manager to support and expand the growing network of institutions that are part of our award-winning Centre of Excellence. This role is vital to driving value for members and enhancing our flagship programme, which is dedicated to transforming Technical and Vocational Education and Training (TVET) across the UK.

As Network Member Manager, you will manage relationships, engage members, and maximise the impact of the Centre of Excellence, ensuring member institutions have access to world-class training and development resources. Your work will support the Centre of Excellence set new benchmarks for teaching, learning, and assessment, ultimately contributing to the UK's global competitiveness in skills excellence.

## Job description

**Role:** Network Member Manager (Workforce Development)

**Directorate:** Standards

**Team:** Workforce Development

**Manager:** Senior Workforce Development Manager

**Direct reports:** Business Administration Apprentice x 1

### Role purpose

The Centre of Excellence is WorldSkills UK's cornerstone programme aimed at raising the standards of teaching, learning, and assessment across TVET. By harnessing international best practices and expertise, it fosters innovation and advances the quality of education across the sector. As Network Member Manager, you will be at the heart of the programme joining a vibrant and diverse team, working closely with member institutions to deliver impactful, sustained engagement and provide strategic support.

### Key tasks and responsibilities

#### 1. Programme management and reporting:

- Establish and maintain an account management framework to encourage member participation in the Centre of Excellence's core offerings.
- Track and report on member engagement metrics, leveraging data insights to drive retention, satisfaction, and continuous improvement.
- Regularly evaluate and refine the member engagement framework to meet evolving needs, including offering tailored training and development solutions.
- Prepare comprehensive reports for management and leadership that provide insights into programme outcomes, trends, and impact. These reports will inform partners and stakeholders, highlighting the Centre's achievements and demonstrating value to support continued engagement.

#### 2. Member engagement and relationship management:

- Build effective working relationships with senior leaders from across the membership, serving as the primary point of contact for ongoing support.
- Develop and execute a robust engagement strategy to ensure that institutions gain maximum value from their membership.
- Oversee the enrolment and validation of new members, guiding them through the onboarding process and ensuring alignment with programme requirements.

- Conduct regular needs assessments and check-ins with members to ensure alignment with the Centre's objectives and identify opportunities for enhanced engagement.
- Facilitate knowledge-sharing and collaboration opportunities within the network to foster partnerships and shared learning.
- Lead the annual recognition review, coordinating judging panels and planning events to showcase and reward excellence across the network.

### **3. Member communication and support:**

- Collaborate with marketing and communications teams to keep members informed about events, training opportunities, and programme updates.
- Respond to member inquiries promptly, providing resources and guidance to support their full engagement with the Centre.
- Lead promotional activities to boost member engagement and manage the creation of impactful content for publications, social media, and other channels.
- Conduct and share impact studies that demonstrate the benefits of the Centre's programmes, helping to raise the profile of WorldSkills UK across various platforms.
- Promote WorldSkills UK's products and services to drive growth and increase reach within the education sector.

### **4. General responsibilities for a 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 working with in Further and Higher Technical Education. [E]
- Experience establishing strong working relationships with senior leaders across education and training. [E]
- Experience in network or member management, ideally within an education or workforce development context. [E]
- Experience in developing and implementing engagement strategies to drive member satisfaction and retention. [E]

#### **Knowledge and skills:**

- Strong relationship management skills, with a demonstrated ability to build and sustain positive, collaborative partnerships [E].
- Excellent communication and interpersonal skills, with the ability to influence and motivate diverse stakeholders [E].
- Strong organisational skills and a proactive approach to managing multiple priorities and deadlines [E].
- Ability to implement change initiatives, focusing effort and commitment on making change work [E].
- Ability to analyse data and use insights to inform decision-making and improve processes [E].
- Knowledge of account management frameworks and best practices in member engagement [D].
- Familiarity with CRM systems and other tools for tracking member engagement and programme impact [D].

#### **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**

- Fixed term to 31 August 2026.
- The salary for this role is £38,000.
- 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 21<sup>st</sup> 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 Wednesday 18 December 2024** by email to Kam Govender, HR and Recruitment Coordinator at [jobs@worldskillsuk.org](mailto: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](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 06 January 2025. Second round interviews will be held w/c 13 January 2025. Short-listed candidates will be advised of the process.

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](mailto:jobs@worldskillsuk.org)