

**Information pack for the role of
Quality and Standards Administrator at
WorldSkills UK
May 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

An exciting opportunity has arisen for an enthusiastic, proactive and well organised administrator to develop their skills as part of the Quality and Standards team delivering administrative and engagement support for the teams' key objectives in the raising of standards with quality assurance process to ensure projects, activities, products, platforms and services are organised and executed to a high standard.

The successful applicant will have excellent administrative skills with a high level of emotional intelligence alongside relevant experience in a fast-paced environment, underpinned by a 'can do' work ethic and high level of probity. The successful applicant will also have a passion for supporting programmes for young people to accelerate their personal and professional development.

Job description

Role: Quality and Standards Administrator

Directorate: Standards

Team: Quality and Standards

Manager: Digital Skills Development Manager

Direct reports: N/A

Role purpose

To provide highly efficient administrative support and be proactive within the Standards Department with exceptional organisational skills, attention to detail and a strong teamwork ethic.

The purpose of this role is to provide high-level general administration for the Quality and Standards team who is responsible for raising standards through the learning lab educator platform, using benchmarking resource products, to empower young people and champion future skills.

Key tasks and responsibilities

1. Administrative support to raise standards - Learning Lab:

- Support the engagement plan activities for educators to use the online learning platform and to access educational benchmarked resources.
- To aid the Digital Skills Development Manager to support the creation of editorial and marketing scripts.

2. Administrative support to empower young people - Benchmarking Resources and National Standards:

- To assist the Quality and Standards Manager to develop teaching tools for educators in colleges and training providers.
- Effectively support the co-ordination of resources (including agencies, suppliers, volunteers, and partners) so that all project elements are delivered to acceptable standards and meet the required outcomes.

3. Support to champion future skills – Competition portfolio reviews and audit:

- Producing and distributing accurate records of meetings. Acting as secretariat for meetings that are either in person or virtual that will include setting up meetings using Zoom or Teams, minute taking, and recording actions.

4. Operational impact:

- Administration and co-ordination of activities in line with the project operational plan
- Develop, co-ordinate and maintain appropriate systems and processes, tracking and reporting on activity.

5. To work with internal or external stakeholders at all:

- Liaising with educator partners to ensure key quality assurance documentation is submitted to deadlines and collated on the appropriate systems.
- Monitoring the enquiries, allocating queries to team members and responding to requests for information.
- Providing support to the team in answering queries from staff, external stakeholders and suppliers.
- Assisting the team with arrangements for meetings and events including booking travel, venues, catering and accommodation.
- Supporting the budget management processes; raising purchase orders, processing invoices and monitoring expenditure.
- Maintaining all administrative systems, processes and databases.
- Supporting the monitoring of key performance indicators for learner and educator engagement and prepare data for inclusion in reports.

6. General

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

- 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 operating as a high-level administrator or coordinator. [E]

- Maths GCSE grade A-C or equivalent [E].
- Experience of working in a team, including dealing with the public [E].
- Experience of using Microsoft Office suite, including Outlook, Excel, Word, PowerPoint [E].
- Experience developing and/or managing digital learning platforms and systems like Moodle. [D]

Knowledge and skills:

- Strong planning and organisational skills and ability to manage time effectively. [E]
- Excellent communications skills and ability to create high quality and engaging written content. [E]
- Highly IT literate, knowledge of LMS platforms (Moodle) or any CMS would be useful. [E]
- Able to interact with others in a sensitive and diplomatic manner, able to build rapport and establish effective relationships [E].
- Able to organise time effectively, create work schedules, prioritise workload and meet deadlines [E].
- Able to follow directions from supervisors and respect policies and procedures. Demonstrates commitment to the organisation and task completion [E].
- A level of numeracy sufficient to be able to check and reconcile statistics and financial information [E].
- Capacity to learn new systems and software packages. [D]

Personal qualities and attributes:

- Excellent team player and collaborative approach to work. [E]
- A passion to deliver the highest standards of work with attention to detail. [E]
- 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]

Special circumstances:

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

Summary of terms and conditions

- Fixed term March 2025

- The salary for this role is £28,000
- 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.
- 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 months' probationary period with two weeks' notice during the probationary period and one 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 4th July 2024** by email to Kam Govender 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 **Tuesday 16th July 2024**. Short-listed candidates will be advised of the process. Confirmation of second round interviews will follow.

Reasonable adjustments will be offered to all candidates and every stage of the recruitment process. For further information please contact Sophie Budgen, Senior HR Manager at sbudgen@worldskillsuk.org