

## **Head of Professional and Educational Services (HPES)**

### **Thank you for your interest in working with Gendered Intelligence (GI)**

We are looking for an experienced line manager to lead our established training and consultancy team. This role is responsible for day-to-day management and smooth running of the service, alongside some front-line trans<sup>1</sup> awareness and inclusion training delivery, split roughly 2/3<sup>rd</sup>s management and 1/3<sup>rd</sup> training.

The successful candidate will be:

- **An excellent, supportive and experienced line manager** who can manage a team comprised almost exclusively of those with lived experience of being trans
- **An able task manager**, with excellent self-organisation and diary / time management skills who can carry out all the wraparound and administrative elements of the role in a timely way without forgetting tasks or losing track of what to do when
- **A good trainer**, who can facilitate sessions with energy and positivity, knowledgeable, resilient, able to respond effectively to questions, to stick to time, and to hold their boundaries in a calm and professional way

You will become part of a positive and supportive team, delivering high quality training and consultancy and excellent all-round customer service.

Whilst the majority of staff across GI are trans-identified, we welcome cis allies at all levels. At the moment, all the front-line training and consultancy staff are people of trans experience, and this is the team you will be managing. The successful candidate will need an in-depth understanding of what that means in the context of the work.

This pack contains information to help you decide if you would like this job; and tells you what to do, if you decide you want to apply.

**Please ensure you read the accompanying document “More About GI and the HPES Role” which contains full detail to supplement the role description and person specification**

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<sup>1</sup> NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above.

## What is in this pack

1. Diversity Information
2. Recruitment process and timeline
3. Job description
4. Person specification
5. Additional information

Separate documents:

1. More about GI and the HPES Role
2. Application form (2 part)
3. Diversity monitoring form (optional)

## Want to learn more before applying?

As part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering additional information to potential applicants via two routes:

1. Contact Simon Croft (he/him), Director of Professional and Educational Services, directly via [simon.croft@genderedintelligence.co.uk](mailto:simon.croft@genderedintelligence.co.uk). Please note that Simon will be on the Interview Panel.
2. Contact [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) for anonymous support. We are offering a limited number of 10 minute slots to support applicants with their applications. They will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process.

The sessions will provide the opportunity for potential applicants to ask any questions they have about the process, or about how to complete the application form or what to include on it.

We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine or people of colour to apply for a slot.

These 1:1 online sessions are available:

- **12 - 1pm on March 2nd**
- **12 - 1pm on March 11th**

Please **email by 12 noon on the day prior to the session** if you would like to take advantage of this offer.

If you are unable to make either of these slots, please contact [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) for alternative availability.

## Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a diverse workforce. We welcome applications from people of diverse backgrounds, abilities and gender identities. We encourage trans people, in particular trans-feminine spectrum people, and people of colour, to apply.

We recognise that people from different communities may gain skills in different ways, and where the criteria below refer to formal qualifications, we will view equivalent, relevant experience in a positive light.

Please note that no Occupational Requirement exists in relation to this role and we emphasise that cis people are welcome to apply.

As part of our commitment to increasing diversity, we have included a Diversity monitoring form with this pack. This is not mandatory, but we hope you will complete it.

## Recruitment Process and Timeline

The recruitment process is made up of 4 elements:

- Application form
- 'Microteach' (delivery of a 15 minute mini training session on a trans-related topic of your choice)
- Prioritisation and written client liaison test
- Interview

The only thing we require initially is your application form.

Please read the information in this pack carefully, including the 'More About GI and the HPES role', the job description and the person specification before completing the application form. We have also provided guidance that we recommend you read before you fill in the form.

If your written application is long-listed, we will invite you to deliver the microteach.

If you are short-listed after the microteach, we will invite you to complete a prioritisation / client liaison test and attend an interview.

The interview panel will be Simon Croft (Director of Professional and Educational Services), Lee Gale (Senior Trainer / Consultant) and Moya Wilkie (Director of Public Engagement and Central Support Services, who leads HR).

If you have any questions, please email [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk)

## Timeline

Deadline for submission of applications: **Monday 14<sup>th</sup> March at 10am**

Long-listed applicants will be informed by the end of Friday 19<sup>th</sup> March and called forward to deliver a 15 minute 'microteach'. Should you wish to read about the microteach in advance, full details about it are [here](#).

- Microteaches are planned to take place on **Thursday 24<sup>th</sup> March**, online.

Following the microteach, short-listed applicants will be informed by the end of Friday 25<sup>th</sup> March and invited to take the administration / client liaison test and attend an interview.

- The prioritisation / client liaison test will be sent to you to do at a time of your choosing prior to the interview and needs to be submitted by **12 noon on Tuesday 29<sup>th</sup> March**. You will be required to declare that your submission is all your own work.
- Interviews are expected to take place on: **Wednesday 30<sup>th</sup> March**, online.

**If you are not available on the days listed, please let us know this when you apply.** We will endeavour to offer alternative dates / times.

All job offers are made subject to references.

	March																			Apr	
	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr		
	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st		
Applications close 9am																					
Longlisting																					
Longlisted applicants informed and invited to microteach																					
[Time to prepare microteach]																					
Microteaches take place (online)																					
Shortlisted applicants informed and invited for administration / client liaison test and interview																					
[Time to do prioritising/client liaison test]																					
Submit test by noon																					
Interviews																					
Successful applicants informed																					

## Job description

<b>Post</b>	<b>Head of Professional and Educational Services</b>
Status	Permanent
Contract type	Full time, 35 hours per week
Salary	Band 7: £32,909 – £36,922 + £3,000 London Weighting where applicable
Location	<p>Can be home or office based by agreement.</p> <p>There is a requirement to attend GI's London Office (currently at Kings Cross) quite frequently, and to travel nationally in order to train. While almost all working is remote at present, we anticipate returning to more face-to-face working shortly.</p> <p>Owing to the requirement to attend the GI Office in London, and to travel efficiently to clients, the postholder will need to be able to commute easily to London.</p> <p>For more detail, see 'Additional Information'</p>
Department	Professional and Educational Services (PES)
Line Manager	Director of Professional and Educational Services
Direct reports	<p>Trainers, including Senior Trainer / Consultant (current staffing = 5, expected to increase)</p> <p>Consultancy Officers in future when recruited</p>
Other key working relationships	<p>PES Administrator</p> <p>Management Group (other department heads, service managers, line managers and senior practitioners)</p> <p>PES Clients</p> <p>External consultants (e.g. design sub-contract)</p>
Occupational Requirements	There are no Occupational Requirements for this role. In particular, both cis and trans people are welcome to apply.

## Main Duties and Responsibilities

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time:

- To line manage contracted staff members who are trainers and consultants; and to task manage administrative and other staff appointed to carry out duties for PES.
- To manage the overall PES team day-to-day activities to plan and to budget, including:
  - The Team's delivery of a range of standard and bespoke training, education and speaking packages. In the future the role may develop to include management of a broad range of consultancy work e.g. discursive problem solving; written work; and research / information gathering.
  - PES processes and systems including those relating to enquiries, bookings, contract pricing and management, evaluation, and quality assurance; gathering and analysing feedback and addressing any issues arising.
  - Supporting the team; chairing regular team meetings and managing the queries / professional development / peer review of staff on the team.
  - Reporting against plan / budget and on major contracts or grants.
- To deliver training yourself, including all associated administration, preparation, liaison and follow up tasks, and to provide cover for key sessions.
- OPTIONAL: To deliver workshops, lectures and assemblies to young people in educational settings.
- To assess, price and quote for complex work; to plan and project manage larger jobs including contractual arrangements.
- To contribute to developing, testing and delivering new training options and products such as e-learning, in collaboration with the Senior Trainer / Consultant and Director of PES.
- To liaise with clients, co-workers and other stakeholders in a swift and professional manner through various communication methods including e mail, remote conferencing, telephone and in person, maintaining high quality, effective customer relations.
- To be part of, and contribute to, the Management Group at GI, alongside other department heads, service managers, line managers and senior practitioners from across the organisation.
- To exercise in-depth and in-breadth understanding of trans identities and experiences, trans communities and gender diversity, and the issues affecting trans people. To be confident to interact with clients about these subjects, and to be confident to manage a team of primarily trans staff.
- To undertake ongoing and evolving thinking about those subjects, maintaining GI's thought leadership in the field, and to apply them operationally to PES.

- To undertake your own professional development, participating in activities such as Continuing Professional Development under the direction of the Director of PES.
- To represent Gendered Intelligence at various events, conferences or forums and other networking opportunities.

### **General Requirements**

- To bring GI's "3P's" to your work – Professionalism, Positivity and Passion, and to take a non-judgmental approach to clients and their learning needs
- To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognise the positive aspects of trans lives and to stand up for trans people, especially young trans people.
- To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company's Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
- To follow all relevant GI policies, ensuring these are carried out in practice in relation to the job; in particular to behave in accordance with Gendered Intelligence's Codes of Conduct and Equal Opportunities Policy.
- All staff may be asked to undertake other duties and responsibilities as appropriate, as determined by the CEO, on an occasional basis.

## Person Specification

Please address each point in the person specification in turn, providing examples for each one. Whilst we are seeking an experienced manager/ trainer, you are welcome to evidence the experience and qualities required using examples outside of paid work.

<b>ESSENTIAL</b>
<b>Skills and Abilities</b>
Able to line manage, motivate and support a team of professional trainers and consultants, and work with administration staff
Self-motivated and proactive; able to work without supervision
Excellent organisational skills especially regarding task and diary management; able to manage and prioritise a multi-faceted workload; able to remain calm and efficient under reasonable pressure with respect to these aspects of the work
Able to manage and carry out the administrative aspects of the role quickly, accurately and reliably, to deadlines, with attention to detail
Excellent training / facilitation skills
Excellent verbal communication and interpersonal skills; an excellent understanding of good client liaison and relationship management; tact, sensitivity and a diplomatic manner with a range of different stakeholders
Able to respond calmly, positively and professionally to challenging clients and exhibit an appropriate degree of resilience; a non-judgmental approach to clients and their learning needs
Able to manage the planning and contractual aspects of the work – costing, project planning and resourcing, terms and conditions, project management, reporting
Able to understand basic finances and manage to a budget
Able to implement, manage, work with and (ideally) improve systems and processes designed to provide information and ensure quality and consistency
Good written English skills
<b>Knowledge</b>
An in-depth and in-breadth understanding of trans identities and experiences, trans communities and gender diversity, and the issues



affecting trans people; a proficient and up-to-date understanding of the language and terminology relating to trans people
A solid understanding of legislation that affects trans people, in particular the Equality Act 2010 and the Gender Recognition Act 2004
Good working knowledge of Microsoft Office including Word, Excel, PowerPoint. Good basic IT skills, such as use of email, use of an online diary / calendar, and online document storage and sharing
<b>Qualifications</b>
Level 3 Award in Education and Training qualification or equivalent. If you do not already have this, you must be willing to obtain it. GI pays for the qualification; the employee is expected to do the course in their own time, unless there are exceptional circumstances / an access need.

<b>DESIRABLE</b>
Experience of working within an LGBTQ setting
Experience of working in a similar combined managerial / front line delivery role
Working knowledge of the Zoom video conferencing platform
Able to develop effective, practical training courses, activities and materials that achieve identified learning outcomes; able to induct trainers into standard packages

## Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1<sup>st</sup> October to 30<sup>th</sup> September.

**Location.** The GI office is near Kings Cross. Currently all staff are home-based and we are exploring what working practices will look like over the coming months, once it is deemed safe and practical to return to the office.

We are open to discussions about flexible working practices, but the expectation is that this role will most likely have an office presence of about 2 days per week, with the flexibility to attend physical meetings and events on different days as required.

Travel to the office for work and for GI meetings and events is not expensed.

There is also a requirement to travel nationally in order to train. While almost all training is remote at present, we anticipate returning to more face-to-face working shortly.

The cost of travel to clients is covered by the client, but we seek not to incur unnecessary costs for our clients, such as accommodation fees, which easily happens if someone is not well placed as regards travel.

Owing to the requirement to attend the GI office in London, and to travel efficiently to clients, the postholder will need to be able to commute easily to London. London is the biggest travel hub in the country and being in easily commutable distance facilitates travel to the broadest spectrum of client locations. To give you an idea, Manchester, Leeds, Cardiff, Bristol, East Anglia, Kent, Sussex and Dorset should all be do-able as a day trip to deliver a half day session. We also have a significant proportion of sessions that are in London itself.

**Hours of work.** GI's working week is 35 hours; when operational, our offices are open from 9am – 6pm. Exact working patterns will be negotiated with the successful postholder, but the expectation is that normal office hours will generally be covered, with appropriate flexibility to manage training delivery needs.

**Monthly timesheets and TOIL.** All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Equipment.** Your line manager will review what equipment you will require to enable you to deliver your work effectively.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**NB** As of February 2022, negotiations on the 2021 settlement are still ongoing. Once this is confirmed, any increase in salary will be backdated to the start of the contract.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.