

# More About GI and the Head of Professional and Educational Services



We would like to provide you with some context and further detail about the role of Head of Professional and Educational Services (HPES).

You are very welcome to ask questions about these or any other aspects of the role. Details of who to contact are in the main pack.

## The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans<sup>1</sup>-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

**We believe everyone can be intelligent about gender!**

## GI Ethos and Approach

GI places people at the heart of our organisation.

We continually strive to improve everything we do, including the support we offer to staff and the services we deliver to trans people and to clients. We think carefully about the ethical aspects of our work. We need to make the books balance and we want others to value what we do, but we are not driven by money, nor by awards.

This links in with our '3 P's' – Positivity, Passion and Professionalism.

We are looking for someone who is keen to be part of an organisation like this and who will manage the PES team in a fair and supportive way.

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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.

## GI Structure

Gendered Intelligence is structured into three operational departments:

- **Professional and Educational Services**  
Work with professionals and organisations to develop trans inclusivity in workplaces and services
- **Youth and Communities Work**  
Work with trans people, especially young trans people, to support well-being and enable trans people to thrive
- **Public Engagement and Central Support Services**  
Work with the media, general public and major institutions like the government to engage people and raise awareness  
All internal support functions such as finance, HR and IT

## Professional and Educational Services

GI's Professional and Educational Services Team works throughout the UK, and occasionally beyond, offering a broad spectrum of non-judgmental, practical, fee-based services across all sectors – public, private and not-for-profit.

These services include:

- Training – standard and bespoke
- Wide-ranging consultancy
- Speakers and panelists for events and conferences
- Workshops, lectures and assemblies for students from primary to post-graduate level
- The GI Therapists and Counsellors' Network

PES services are primarily educational, and aim to develop improved inclusivity of trans and gender diverse people across all roles and settings, including in workplaces and services.

Currently, by far the largest element is training: in 2020-21 we delivered approx. 300 sessions, and in total we have delivered over 1,500 training sessions to over 30,000 people. Alongside this, our consultancy function has the potential for rapid growth and presents a range of exciting opportunities and challenges.

We've worked with a huge range of organisations from commercial enterprises to schools and universities, the judiciary to governments, sporting bodies to prisons, health and social care to arts and culture venues, as well as charities of all kinds.

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

## **The Team**

The current team comprises six front line trainers (one of whom is historically freelance), supported by an Administrator (line managed by Central Support Services) who handles all the enquiries, quotes and bookings and with whom you would liaise frequently.

We meet regularly as a team and have supervision and appraisal processes in place and a staff handbook.

## **The Role – Background and Overview**

*This section gives detailed additional information about the role to help you decide if it's likely to be a role you'll enjoy and that you will be a good fit for.*

This is a combined management / service delivery role, with an emphasis on the training work of the Team. It involves managing the PES Team, ensuring the smooth day-to-day operation of GI's Professional and Educational Services and providing an element of front-line training capacity / cover.

The role has been introduced to support the growth of GI – there is very considerable demand for our services, and we envisage the department will grow significantly in the next 2-3 years, possibly doubling in size.

The role is complementary to the role of Director of PES, which is becoming a more strategic, developmental role. Ongoing liaison and a strong working relationship with the Director will be necessary. Certain aspects of the division of the roles are flexible, and can be adapted to reflect the respective strengths of the incumbents.

The role is a broad operational one, covering all aspects of the service. You will look after a small team of staff – mostly trainers - providing line management support, responding to operational queries, and being the first point of contact for HR queries, as well as chairing team meetings, ensuring training needs are recognised and dealt with, etc. This management element of the role is crucial and expected to take around two thirds of your time.

The role also involves preparation, delivery and follow up of training; processes and systems management; contract pricing and management; quality assurance; analysis and reporting; customer relations and product development. In due course there may be opportunities for marketing / business development. It will suit someone who likes a broad and varied role.

You will be required to have a good working knowledge of the whole of the organisation, and where PES sits in the overall picture of GI, in order to liaise effectively with other departments regarding cross-cutting issues.

You will sit on the Management Group alongside other department heads, service managers, line managers and senior practitioners from across the organisation.

## **Working practices and expectations**

The majority of GI staff, including all trainers, work remotely and flexibly and email is the main form of communication. Email is currently also used to ensure we track and record our client communications. The role therefore requires the ability to manage significant email traffic both internally and externally.

As is the case with management roles in many small organisations, this is an exciting, multi-faceted role, which at this stage of our growth has limited supporting resource. The team has an excellent and experienced Administrator who looks after all the training, quoting and booking up to the point a trainer takes over (around 3 weeks prior to a session), but there is no secretarial support, so the role is essentially self-supporting in that regard.

The role therefore requires someone self-sufficient and self-starting who is a robust all-rounder, enjoys getting involved with all aspects of the job, is able to turn their hand to a variety of tasks and can switch between them without losing the thread or missing key deadlines.

Associated with this, there is a significant volume of both reactive and proactive tasks of diverse and sometimes competing natures, with variable deadlines and importance. The ability to keep track of a considerable and changeable task list, and to prioritise / re-prioritise, communicate and deliver in a timely way is crucial. The role therefore requires excellent self-organisation, communication and diary / time management skills.

As the role is operational, urgent challenges do arise in the course of the work, such as trainers calling in sick at the last minute, or needing to talk about a difficult experience in the training room. The role therefore requires the ability to be calm and responsive, step into those issues, listen, support and problem solve.

As Team Manager you will need sufficient commercial and contractual awareness to ensure that GI is not exposed to undue risk or liability.

For the right person, this role will offer considerable developmental opportunities alongside the growth of GI. There is potential scope to broaden into, for example, more extensive training development, consultancy, schools work and more.

## **About Front Line Training**

The role includes front line training delivery. This, along with associated preparation, administration and follow up, is expected to take up around a third of your time on average.

In usual circumstances, training involves regular national travel and very occasionally international travel; accordingly the role sometimes involves longer days and/or overnight stays. It also involves occasional evening or weekend work.

In the current circumstances most work is delivered remotely via video conferencing technology (Zoom) with which you'll need to become proficient.

Training, especially in the subject of trans awareness, can be demanding. Clients can and do raise clumsy and sometimes challenging questions and views in respect of which the trainer needs to remain calm and professional. It's also demanding in terms of energy. Good trainers bring considerable energy to their sessions – they have presence, and their energy lifts when they step into the training space (whether face-to-face or virtual) and reacts positively to an audience. This is what we're looking for.

The successful candidate will need both very good training skills and the resilience and energy to train (and travel) regularly.

Except in rare circumstances, GI trainers train on their own, so need to be self-sufficient and able to problem-solve in the moment.

### Administration and Client Liaison

We have systems that ensure excellence not only of training delivery, but also all wrap-around aspects of client liaison and support, and evaluation.

Trainers are responsible for a set of around 20 actions for each session that all need to be scheduled in and completed in a timely way, e.g. a quick 'hello' when the session is confirmed by the Administrator, issuing Zoom joining links and instructions, chasing final session details, checking sign ups, selecting scenarios, summarising evaluation, sending full follow up information, and requesting invoices.

Storing and labelling work clearly is also key to enable both emergency cover and repeat delivery by other trainers.

### Induction

We have a portfolio of standard sessions and add-on modules that form the basis of virtually all of our delivery. We bespoke these where required; this is typically a minority of circumstances.

You will be inducted into delivery through a process of observing standard sessions, co-delivering standard sessions and then being observed whilst delivering solo. This will be supported with preparatory work, debrief and feedback, and induction into the associated admin tasks.

As part of this, you will be inducted into Zoom delivery. When circumstances allow, face to face delivery induction will also take place.

Following induction, you will start delivering standard sessions and then, once those are running well and you are confident, you could also begin to take on sessions requiring some bespokeing.

### Support

With regard to the sometimes challenging nature of the work and the corresponding resilience required, we want to make it clear that whilst general resilience is necessary, we also provide considerable support to training staff in the form of team meetings with reflective time; all-staff reflective opportunities, and managerial / peer support.

We remind clients about their responsibilities with regard to providing an appropriately respectful space for trainers, and raise the issue of active measures where appropriate.

In response to extreme situations (which are rare) we can provide further support such as funding counselling sessions.