

# Workforce Development Manager

## Job Description

<b>Job Title</b>	Workforce Development Manager
<b>Department</b>	Consultancy and Research
<b>Location</b>	Bristol Office, with the flexibility to work from home 2 days per week
<b>Pay Scale</b>	up to £40,244 per annum
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 hours per week

## The Workforce Development Trust (WD Trust)

The Workforce Development Trust group is the parent company to [Skills for Health](#), [Skills for Justice](#), [SFJ Awards](#) and [People 1<sup>st</sup> International](#). We are a charity governed through a board of trustees and deliver products and services that improve the workforce across a wide range of sectors through our subsidiary brands.

## Job Summary

The post holder will have responsibility for a portfolio of health sector workforce development assignments/projects across the UK. The post holder will be responsible for the technical writing, delivery and overall management of assignments/projects relating to standards and frameworks typically, but not exclusively, related to products including:

- National Occupational Standards
- Competence and capability frameworks
- Qualifications
- Apprenticeship standards and frameworks

The post holder will draw on their experience and understanding of the health sector to work flexibly as part of the Technical Consultancy Team alongside other expert colleagues working in the same field. The post holder will be accountable to the Head of NOS, Qualifications and Apprenticeships and will contribute to the overall effective and efficient delivery of the Consultancy & Research business unit.

The post holder will be required to analyse data to inform the design of standards and frameworks that support the development of the healthcare workforce across one or more of the UK nations. Designing best-in-class solutions will require the post holder to demonstrate creativity and innovation in their thinking, taking a forward-thinking approach to their work. The post holder will ensure that all assignments/projects are delivered to the highest standards in terms of time, cost, quality, partnership working and evaluation. The post holder will be expected to guide and oversee the work of others in the team, including temporary contractors.

The post holder will work in a complex and sometimes challenging environment, and partnership working is central to this post. Typical activities include identification and engagement of key health sector stakeholders from across the UK, extensive facilitation of employer and stakeholder groups, technical drafting of standards and frameworks products and meeting pre-determined quality criteria.

The post holder will act as a key point of contact for stakeholders and commissioners and will identify, manage and report progress, risks and issues, escalating and reporting within agreed project governance structures.

## **Key Responsibilities**

### **Product and Services**

- Provide technical advice, guidance and support to employers and other external stakeholders to enable them to meet workforce priorities, motivating them to use standards and framework products
- Provide technical advice, guidance and support to internal stakeholders and contractors on matters relating to standards and frameworks products
- Use sector experience and specialist technical knowledge to identify opportunities for innovation in product and service development
- Undertake stakeholder analysis to identify and build effective relationships with key stakeholders
- Identify and communicate sector intelligence collected through normal day to day activity and in discussions with stakeholders in order to inform business planning
- Work with the Head of NOS, Qualifications and Apprenticeships and team members to support employers with the development of innovative and creative solutions to meet their need
- Work in partnership with appropriate professional bodies, healthcare statutory regulators, awarding organisations including HEIs, government departments, employer bodies and other key stakeholders.
- Manage allocated standards and frameworks assignments/projects using internal and external governance processes
- Create effective project management plans to ensure that all work is delivered to agreed quality criteria, on time and within budget using appropriate monitoring techniques
- Deliver standards and frameworks solutions, including the technical drafting of products to agreed quality criteria
- Assess project outcomes, milestones and targets and regularly prepare and provide management and performance information to the Head of NOS, Qualifications and Apprenticeships

### **Organisational and strategic working**

- Participate in the selection of contractors, complying with WDT procedures

- Work with colleagues to ensure the delivery of business strategies and objectives
- Support and mentor others in the team, including contractors, sharing knowledge and experience and overseeing work outputs
- Support the Head of NOS, Qualifications and Apprenticeships in the formulation of annual planning and the development of performance metrics which meet WDT strategic aims
- Contribute to the development and implementation of relevant internal strategies and policies relating to learning and education design and accreditation and contributing to external strategies and policies.
- Provide regular performance management data on activities and projects which support the development of products and services
- Ensure the appropriate use of financial resources in accordance with the WDT Standing Financial Instructions (SFIs)

## Person Specification

Criteria	Essential	Desirable	Evidence
<b>Education and Qualifications</b>			
Educated to degree level or equivalent level of experience of working at a senior level in specialist area	x		A
Recognised project management qualification or equivalent achievements	x		A
Healthcare professional qualification Healthcare professional qualification		x	A
Chartered Institute of People & Development (CIPD) Associate Diploma		x	A
<b>Knowledge</b>			
The design, accreditation and delivery of education and training across the 4 UK nations		x	A/S
The value of standards and frameworks in developing the workforce in the health sector and how they are deployed		x	A/S
Contemporary workforce priorities and skills issues in the health sector	x		A/S
The breadth of stakeholders associated with the setting of monitoring of standards and the education and training of the workforce in the health sector		x	A/S

# The Workforce Development Trust group, incorporating Skills for Health, Skills for Justice, SFJ Awards and People 1<sup>st</sup> International

<b>Skills and Experience</b>			
Working in the health sector, as part of the NHS or wider health economy in the UK	x		A/S
Managing and delivering multiple assignments/projects within defined quality criteria in complex and challenging environments	x		A/S
Developing project plans, quality performance indicators and managing associated risk	x		A/S
Technical writing of standards and framework products		x	A/S
Developing and delivering workforce solutions	x		A/S
Building effective working relationships with internal and external stakeholders	x		A/S
Engaging stakeholders in partnership working	x		A/S
Facilitating large groups of diverse stakeholders, both in-person and remotely using appropriate technology		x	A/S
Negotiating, mediating, and resolving conflict in a politically sensitive environment	x		A/S
Assimilating and analysing high volumes of data to inform priorities and objectives		x	A/S
Managing multiple priorities and working to tight/unpredictable deadlines	x		A/S
IT literate across the range of MS Office	x		A/S
Excellent communication and presentation skills; oral and written	x		A/S
<b>Other</b>			
Willing to engage with and learn from peers, other professionals and colleagues as part of a small, dispersed team	x		S
Passionate about people's development, enhancing employability and excellence in public service	x		S
Adaptable, flexible and ability to cope with uncertainty and change	x		S
Creative thinker, with confidence and credibility to communicate innovative solutions to stakeholders	x		S
Effective organiser, influencer and networker committed to quality outcomes	x		S

Willingness to travel within the UK with some overnight stays	x		A/S
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**Key:**

A = Application Form

S = Selection Process will always include a panel interview and may also include one of the following; presentation, in tray exercise, group exercise, role play, two to one interview

**Job Description Completion**

<b>Name</b>	Angelo Varetto
<b>Job Title</b>	Head of NOS, Qualifications and Apprenticeships
<b>Department</b>	Consultancy & Research
<b>Date</b>	January 2022

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

**Safeguarding**

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

**Equal Opportunities**

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

**Health and Safety**

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

## **Confidentiality**

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

## **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

## **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.

