

## Head of Professional and Educational Services

### 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-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!

Gendered Intelligence is structured into three 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 raise awareness;  
All internal support functions such as finance, HR and IT

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.

### 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 1,400 training sessions to over 25,000 people. Alongside this, our consultancy function is developing rapidly 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, charities of all kinds, to arts and culture venues.

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

## **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.

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, fast-paced, 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 largely self-supporting.

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 weekend work.

In the current circumstances the 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. Great trainers bring considerable energy to their sessions – their energy lifts when they step into the training space (whether face-to-face or virtual) and reacts positively to an audience, and 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 and consistently.

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

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.

The successful candidate will be given a structured induction into each of GI's core standard training packages, comprising a) observing the sessions being delivered, b) co-training the sessions and c) being observed whilst delivering. This will be supported with preparatory work, debrief and feedback, and induction into the associated admin tasks.

## **The postholder**

The key elements we are looking for are as follows:

- Excellent team manager and communicator
- Excellent self-organisation and diary / time management skills
- Very good trainer
- Adequate administrator

We are particularly interested in people who have the skills to bespoke and develop training sessions and to induct new trainers.

No Occupational Requirement exists in relation to this role and we emphasise that both cis and trans people are welcome to apply. However, the current team is almost exclusively trans / non-binary identified and the successful candidate will need an in-depth understanding of what that means in the context of the work.

## **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.

## **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.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

## **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 via two routes:

Contact Moya Wilkie, Director of Public Engagement and Central Support Services, directly via [moya.wilkie@genderedintelligence.co.uk](mailto:moya.wilkie@genderedintelligence.co.uk). Moya (she/her) is head of HR at GI, and will be on the Panel for this post.

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. These 1:1 online sessions will take place on **Monday October 18<sup>th</sup> between 1-2pm** and 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 or what to include on the application form. 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. Please email by **9am Thursday October 14<sup>th</sup>** if you would like to take advantage of this offer.

## **Recruitment Process & Timeline**

Please read the background and overview information about the role provided above, then the job description and the person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **9am Monday 8<sup>th</sup> of November**

Shortlisted applicants will be informed by: **end of the day Friday November 12<sup>th</sup>**

Interviews are expected to take place on **Thursday 18<sup>th</sup> of November**. if you are not available on this day please let us know this when you apply.

All job offers are made subject to references.

## 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	Can be home or office based by agreement
Department	Professional and Educational Services (PES)
Line Manager	Director of Professional and Educational Services
Direct reports	Trainers, including Senior Trainer / Consultant (current staffing = 4, expected to increase) Consultancy Officers in future when recruited
Other key working relationships	PES Administrator Management Group (other department heads, service managers, line managers and senior practitioners) PES Clients External consultants (e.g. designer)
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, consultants and facilitators; 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, especially bespoke / complex work, 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 manage, motivate and support a team of professional trainers, consultants, facilitators and administrators
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 work quickly, accurately and reliably, to deadlines, with attention to detail, and to remain calm and efficient under pressure
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
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 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 strong 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
<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 in the first 6 months of working for GI)

<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

## **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 have a significant office presence (min. 2 days per week) with the flexibility to attend physical meetings on different days as required.

**Hours of work.** GI's working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder, but the expectation is that normal office hours will be covered.

**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.

**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 September 2021, negotiations on the 2021 settlement are still ongoing. Any agreed rise will be backdated to April 2021.

**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.