



Skills Builder
PARTNERSHIP



**Product Strategy &
Operations Manager
Briefing Pack**

Introduction from Tom Ravenscroft, Founder & CEO

Hello!

I am really excited to be seeking the newest additions to our outstanding team and want to thank you for your interest in the Skills Builder Partnership.

We know that individuals who build their essential skills do better in their education, earn more in the workforce, are half as likely to be out of work or education, and have higher levels of wellbeing across their whole lives.

However, all too often individuals get into a skills trap: fewer opportunities to build essential skills as children mean they start secondary school at a disadvantage. As they enter the workplace, we see the divide widen: those who join graduate or apprenticeship schemes get lots of opportunities to boost essential skills. Those in 'lower-skilled' jobs do not – and so the gap is never bridged, and a lot of potential goes unrealised.

The Skills Builder Universal Framework is a breakthrough model for building these skills that is now widely adopted in education – 87% of secondary schools and colleges in the country have some touchpoint with our work.

Social impact organisations and employers are also rapidly adopting our approach. This work is critical to ensure that individuals have opportunities to boost their essential skills across their entire lives. In the last year, we worked with 120 employers as diverse as Lloyds Banking Group, Heathrow, Allen & Overy, and Boots to support them to use the Skills Builder approach for fairer and more transparent hiring, effective outreach, and transformative staff development.

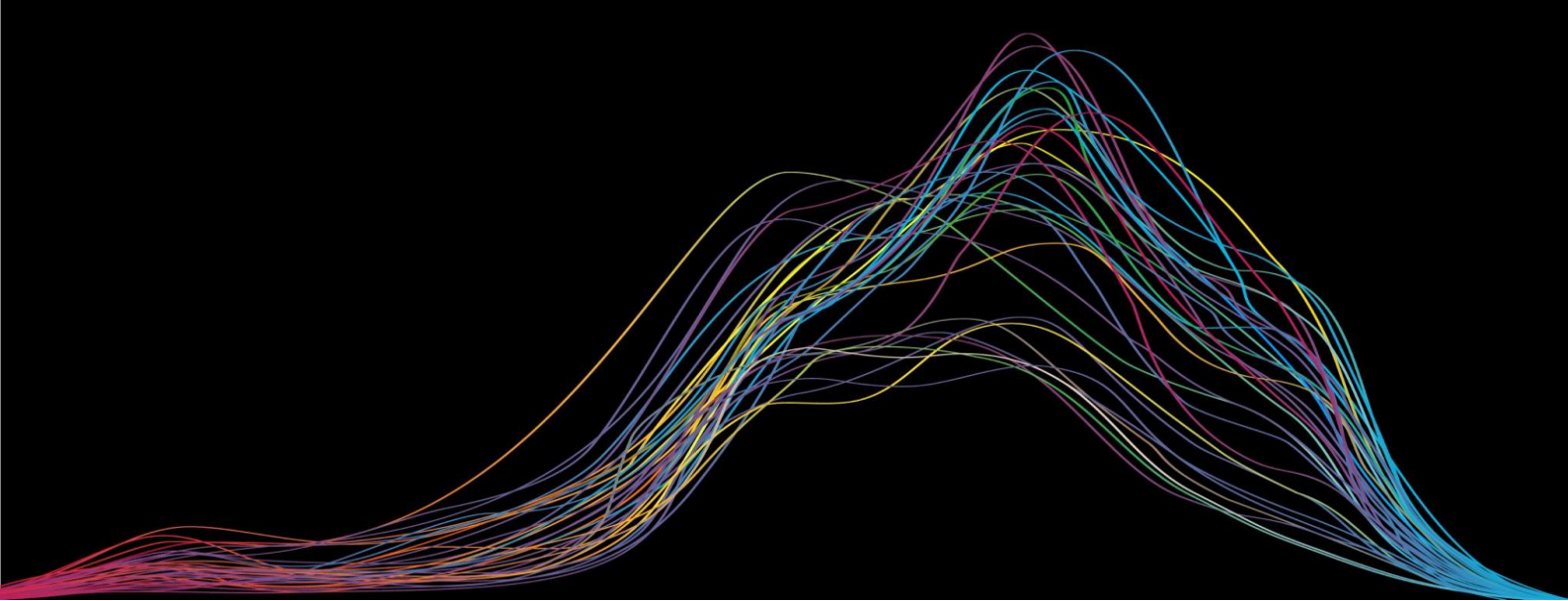
In the last year, we delivered more than 2.3 million high quality programmes for individuals to boost their essential skills further across our Partnership. We're excited now to be hiring this role to support how we build much greater awareness of the Skills Builder approach among employers.

This is a key role for us, and we look forward to receiving your application.

With best wishes

Tom





Are you an ambitious problem solver, who wants to have a social impact by helping achieve systemic change?



Welcome to Skills Builder Partnership

There are eight skills that are essential for success in all areas of life. Research shows that they underpin academic progress, support wellbeing and lead to higher skilled, higher paid careers. Unfortunately, those from less privileged backgrounds have fewer opportunities to build these skills. We exist to change the systems that allow this to happen.

Joining Skills Builder is not like working anywhere else. Our team consistently say they have never worked anywhere as collaborative, supportive or mission oriented. We combine the fun and dynamism of a start-up, the professional development opportunities of a corporate, the innovation of a digital native and the social impact focus of a charity.

We are serious about delivering social mobility through our vision that one day everyone builds the essential skills to succeed. That means we are ambitious and set high standards for ourselves. We are reflective, inclusive and supportive.

In practice this means that everyone makes time for others in the team, we get stuck in to solve problems together, we have regular employee surveys where leadership talk through every single suggestion and the whole team is involved in developing our strategy.

We are working toward systemic change by rapidly scaling our approach. The Skills Builder Partnership already consists of over 700 organisations. Together, we delivered over 1.4 million opportunities for individuals to build essential skills in 2020 alone. Our strategy of collective impact means we already have the backing of key sector leaders like CIPD, BITC and the Careers & Enterprise Company.

About the role

As the Product Strategy & Operations Manager, you will be rapidly identifying and developing the solutions that allow us to have an outsize impact as an organisation. You will be working across the organisation, learning and applying agile methodologies so that we can build and deploy at pace.

The person in this role will develop our technical systems and analyse data from various sources. In practice this will involve developing tools in our Salesforce environment, working with SQL databases, conducting analysis in Excel and Python, and figuring out how all these things fit together. You may not yet have these skills; we are looking for exceptional capability and an eagerness to put new skills into practice.

We are looking for individuals who are excited by the prospect of solving problems and developing solutions. The role will be an exciting platform to build on your career as part of a team that will give you the space and support to try new things and pursue projects that interest you. We have a strong coaching ethos, enabling you to develop new technical, professional and essential skills. You will benefit from training and the opportunity to gain qualifications should you want to.

We have big ambitions and your scope to grow, learn and achieve matches that. If you want to benefit from working with an inspiring team, with huge potential for learning, growth and development, we want to hear from you.

What it's like working for Skills Builder – quotes from our Team Survey:

I'm proud to work for Skills Builder, the impact we have and am privileged to be able to work with such brilliant colleagues.

It's always an absolute delight for me to work with just about any member of the team.

My line manager has been brilliant in making sure that our one-to-one sessions are mainly about me and my professional development. This has made me feel even more valued than I already feel as part of the company as a whole.

I'm excited about the new 3-year strategy and the opportunities this will bring to the organisation and to personal development.

I've said it before, I'll say it again: the support I've been getting in line management is simply amazing!

The progress by the team, despite the ongoing uncertainty in the wider world, has continued to be remarkable. Everyone is such a pleasure to work with and so committed to doing their best. I've continued to really enjoy the variety and challenge of lots of different workstreams. This term I've really benefited from the support of others in the team and those who have supported my development and progression. I really feel like my hard work has been recognised and rewarded.



Key responsibilities

Insights and strategy

- Work across teams to identify and implement opportunities to improve our programmes and working practices
- Support teams to define, improve and execute lean processes
- Undertake analysis and research to support the COO and Head of Data
- Support Head of Data with data analytics and research

Product management

- Product manage our internal products and their interfaces with our external products
- Support the Senior Product Associate to scale our external-facing products

Product development

- Get started and progress in software development to manage and build out features of our internal products
- Build our “DevOps” approach, adopting best practices into how we manage our internal products and systems

Operations

- As a key member of the operations team, continually look for ways to improve what we do and how we do it
- Work with the COO to optimise our recruitment, HR and people functions
- Work across the team to further automate finance and ops processes

Technical Skills and Experience

- You have experience solving problems with data or developing systems or products.
- You have demonstrable experience of high performance in a professional capacity of domain.

Essential Skills



Building solutions and answering nuanced questions will require exceptional problem solving. You will analyse complex problems by using logical reasoning, creating and testing hypotheses and implementing strategic plans.



Seeing past the data and products to real-world impact will require creativity. You will develop ideas by asking yourself questions and considering different perspectives. You will innovate effectively when working in a group and by seeking out varied experiences and stimuli.



Understanding what our partners and team are trying to achieve is vital for this role. You will listen critically and use questioning to evaluate different perspectives.



This role requires the management of a full and varied workload, and you need to be someone who gets stuff done – on time, and to exacting standards. You will set goals, ordering and prioritising tasks as well as securing the right resources and involving others in the best way to achieve them. You will create plans that include clear targets to make progress tangible.



Working through complexity will invariably require positivity when faced with setbacks. You will look for opportunities in difficult situations, creating new plans to use these opportunities.



This role requires collaboration to achieve our strategic objectives. You will contribute to group decision making, whilst recognising the value of others' ideas.

Benefits

Salary: £40,000

Progression: Regular development and progression reviews, annual pay and promotion review

Start Date: Flexible (ideally April 2023)

Working hours: Flexible but ideally 40 hours per week

Holidays: 25 days per year, plus bank holidays and potential to buy up to 5 days extra

Contract length: Permanent

Location: London (hybrid) or remote (UK)

Application Process

Applications should be made via our [online form](#) - on completion of the online application please also send your CV by email to jobs@skillsbuilder.org. This round of applications ends at **9am on 6th March 2023** with interviews taking place on weeks commencing **13th & 20th March**.

Applicants are encouraged to explore our work at www.skillsbuilder.org before applying.



Skills Builder Partnership is a Top 100 Employer. We champion equal opportunities, and actively encourage applications from all qualified individuals.

Our recruitment process is designed to give you a sense of what this role as part of the Skills Builder team would be like. Our process is transparent and inclusive, following best practice. For example, we blind-score applications and use the [Skills Builder Universal Framework](#) when assessing candidates' essential skills.

