





## Introduction from Tom Ravenscroft

### Founder & CEO, Skills Builder Partnership

Hello

I'm delighted that you're exploring the opportunity to join us as Global Chief Operating Officer. This is a critical role for us as we accelerate our reach and impact - from reaching 2.4 million individuals in the last year to more than 10 million by 2030.

At Skills Builder Global, we are laser-focused on one powerful mission: ensuring that every individual, regardless of their background, develops the eight essential skills needed to succeed in life and work. These skills are speaking, listening, creativity, problem solving, teamwork, leadership, planning, and adapting.

Our evidence-based approach embedded in the Skills Builder Universal Framework is rapidly becoming a globally recognised standard, and the enthusiasm we see from our partners is extremely motivating. We believe the potential for growth and deep, lasting impact is significant, and that's precisely where you come in.

You will be joining and leading a small, dynamic, highly capable team - a vital hub that operates as the central engine for a rapidly expanding global movement. Despite our size, the reach of our work is significant: we actively support over 1,100 partner organizations - including leading schools and colleges, major employers, and NGOs - to embed the Skills Builder approach in their communities. This effort currently spans across more than 40 countries globally.

I am personally very excited about this role. You will work closely with me and across the whole organisation, bringing dynamism and a broad but highly tuned skillset to deliver against our strategy globally and in the UK.

We're looking for someone who has real achievements under their belt, who demonstrates thoughtfulness, rigour and professionalism, and who is ambitious for the impact that they want to make in their career.

In return, we offer the right candidate an unparalleled scope to make a real difference in their working life and to benefit from huge opportunities for stretch and progression.

With best wishes

A handwritten signature in black ink, appearing to be 'TR', followed by a period.



**Are you a dynamic and agile problem solver and leader, 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, which resonate across the world.

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.

In the last year, there were more than 1,100 education institutions, NGOs, social enterprises and businesses in the Partnership, delivering Skills Builder programmes in more than 40 countries.

But we're just getting started.



## About the role

This is a role for a dynamic problem solver, someone with a hands-on, “builder” mindset. Someone who can jump from big-picture systems thinking and strategy to relentlessly optimising and innovating.

You’ll have some solid technical skills, perhaps spreadsheets, tech or finance. But your real skill will be in applying those skills strategically and in an agile way to get stuff done. You’ll also be incredibly curious, keen to constantly learn and get on top of technical subject matter like data protection and employment law.

As the Global COO, you’ll be leading all of our finance and operations work. This will include running our tech, people and HR functions while being responsible for legal and compliance.

You will play a leading role in strategic development, from analysis through to working across divisions and teams to execute.

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 achievement, we want to hear from you.

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

**I’ve said it before, I’ll say it again: the support I’ve been getting in line management is simply amazing! Whether it’s about development goals or workload management, I feel truly listened to and I’m benefitting hugely from being coached and/or mentored where relevant.**

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

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

## Key responsibilities

### Strategy

- Work with the Global CEO, Board, UK CEO and team leads to develop the strategy at both a group and divisional level
- Contribute to delivering the strategy more broadly by creating and pursuing opportunities
- Potential to get involved in our tech products, research and global external affairs

### Finance

- Oversee the finance function, which serves both the Global and UK divisions
- Responsible for timely, accurate accounts (from bookkeeping and management accounts through to audit)
- Lead on financial strategy including budgeting, financial modelling and insights

### Human Resources

- Run HR and people management for the Global and UK divisions
- Ensure that we have the right people with the right skills to deliver our strategy
- Responsible for recruitment, retention, policies and employment law matters

### Commercial, Legal & compliance

- Support the team to pursue different commercial models and secure favourable terms
- Ensure compliance with laws in the UK and across our global operations
- Lead on legal matters, identifying risk, analysing positions and efficiently engaging with external counsel when appropriate

### Operations, internal tech and IT

- Oversee the provision of hardware and software to the Global and UK divisions
- Ownership and management of our office arrangements

## Technical Skills and Experience

- Strong financial capability, potentially gained through consulting, accounting, investment or business modelling experience.
- Legal / compliance experience or aptitude. Either with legal experience and qualifications, or the desire and ability to think like a lawyer when needed.
- People & HR experience or aptitude. Ideally having recruited and managed high performing teams, or the desire and ability to learn how to deliver a best-in-class function.
- Early adopter of tech. Adept at discovering and using the latest tech and prototyping solutions.
- Strong ability to apply structured problem solving to cut through to the core of complex issues and develop solutions.
- Strategic development skills, with sufficient knowledge of frameworks and case studies.

## Essential Skills



### **Problem Solving**

Building solutions and solving technical problems will require exceptional problem solving. You will use systems thinking, logical reasoning and hypothesis testing. You'll apply continual learning, developing and improving strategic plans based on insights.



### **Creativity**

Innovative solutions that create real-world impact will require creativity. You will prototype, incubate ideas, use curiosity and champion creativity.



### **Adapting**

Working through complexity will invariably require positivity when faced with set-backs. You will practise resilience and adapt plans to work through setbacks. While identifying and managing risks, you will also be enterprising to capitalise on opportunities.



### **Planning**

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 involve others to achieve goals while seeking feedback. You'll use planning tools and work flexibly and responsively to improve your plans.



### **Listening**

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



### **Speaking**

This role involves working with a wide range of team members and partners, so you need to be able to explain ideas and technical concepts simply and engagingly and ensure positive and constructive interactions. You'll also need to negotiate effectively to reach agreement, communicating constructively in challenging situations.



### **Teamwork**

This role requires collaboration to achieve our strategic objectives. You will enable collective learning, while developing others and improving culture.



### **Leadership**

As you establish yourself in the role and deepen your technical skills, you will need to apply strong leadership skills. You'll need to manage disagreements, motivate others and lead adaptively.



## Benefits

**Salary:** £85,000 - £90,000 per annum

**Term:** Permanent

**Start Date:** As soon as possible

**Working hours:** Flexible (full-time or part-time)

**Team days:** We get together in person in Oxford or London 6 times a year for strategy, fun and food

**Holidays:** 25 days per year, increasing each year, plus bank holidays & potential to buy back up to 5 days

**Location:** UK remote OR London hybrid (with 1+ days in the office per week, free fruit, tea and coffee, 'pastry socials' and £600 London weighting)

## 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+COO@skillsbuilder.org](mailto:jobs+COO@skillsbuilder.org). The application deadline is **0900 on 23 February**, with **first round interviews weeks commencing 2 & 9 March**.

Applicants are encouraged to explore our work at [www.skillsbuilder.org](http://www.skillsbuilder.org) before applying.

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.



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