



# Job pack

## Programme Manager - National Inclusion Standard

Salary £32k full time (pro rata for part time)

Working pattern by agreement - full time, part-time, job share

Based in our London office (Waterloo)

We strongly encourage applications from the widest sections of the community

If you require any of the application materials in an alternative format, please email: [info@inclusiveemployers.co.uk](mailto:info@inclusiveemployers.co.uk)

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## **Programme Manager - National Inclusion Standard**

### **1. The role**

The Programme Manager will be responsible for the delivery of the National Inclusion Standard annual programme of organisational accreditation and for filling places on the programme. They will oversee the annual programme life cycle, which includes:

- annual launch event
- promotion and marketing of the programme
- selling places on the programme to achieve agreed business plan targets
- responding to enquiries from applicants and prospective applicants
- managing the applications process
- administering the assessment and independent validation processes for submissions in strict accordance with agreed criteria
- providing feedback to participant organisations in writing and in person
- managing the award process

In addition to the annual programme you will manage the Foundation Assessment which is for organisations at an early stage in their inclusion journey that are not yet ready to seek accreditation. This can be undertaken at any point in the year and offers an external review of an organisation's current inclusion programme with structured feedback and recommendations for next steps.

As the programme is relatively new to market, we need someone who can demonstrate a broad range of skills and competencies. These include:

- project management
- relationship building
- presentation/communication skills
- being sales/target driven

It could be helpful if you have previously:

- managed or contributed to the development of another accreditation process,
- had experience working in the arena of workplace inclusion
- used a range of IT packages including developing on-line surveys and evaluating the feedback

The role is based in our offices in Waterloo, London (wheelchair accessible).

### **2. Inclusive Employers**

We are the UK's first and leading cross sector membership organisation supporting employers in their goal to build inclusive workplaces and diverse workforces. Working across the whole spectrum of inclusion we provide member services and design and deliver training and consultancy solutions. We work in partnership with our members so that we can bring together best practice and cutting edge thinking to promote innovation in this area and support businesses to gain from the social and commercial benefits of inclusion.

### 3. The National Inclusion Standard

In 2018 Inclusive Employers launched a workplace inclusion accreditation scheme, the details of which can be found on our website [www.inclusiveemployers.co.uk/standard](http://www.inclusiveemployers.co.uk/standard). Our vision is for the National Inclusion Standard to become the leading standard for assessing how inclusive workplaces are. Research confirms that diversity and inclusion makes business sense. It helps individuals to feel valued and add value. The objective of the National Inclusion Standard is to provide a clear framework to structure and promote inclusion across an organisation leading to an overall improvement in inclusion across UK workplaces. We approach this through empirical measurement against our Standard. We provide encouragement, feedback and support and we enable organisations to celebrate and share their achievements.

The accreditation scheme is a thorough, evidence-based assessment process which is closely aligned with the Inclusive Employers overall approach which is to support organisations, wherever they are on their journey, to becoming a truly inclusive workplace. This is very different to the 'stranded' assessments offered by other specialist organisations.

### 4. Future opportunities

The National Inclusion Standard, not surprisingly, is attracting a lot of interest from organisations across the spectrum – public bodies, commercial organisations and the not-for-profit sector. We expect participation to grow rapidly over the next five years. As the National Inclusion Standard grows there will be an opportunity for more role specialisation as the team that supports it grows.

You will be supported by the Inclusive Employers team including our Inclusion and Diversity professionals, Learning and Development experts our marketing specialists and will receive support and advice on all areas of the role. In addition, we will develop a personal development plan with you to support your personal growth. The National Inclusion Standard is overseen by our Strategic Director and Senior Inclusion & Diversity Consultant. They will provide strategic and operational support and oversee the programme quality through an ongoing feedback, review and development process. You will report to the Strategic Director who will support you to flourish in the role.

### 5. How to apply

If you would like to learn more about the role please read the job description and person specification below. To learn more about Inclusive Employers, please look at our website.

**If you have any questions about your application or the role**, please contact our Senior Consultant Rosie Clarke [rclarke@inclusiveemployers.co.uk](mailto:rclarke@inclusiveemployers.co.uk)

**If you are interested in applying please email:** [recruitment@inclusiveemployers.co.uk](mailto:recruitment@inclusiveemployers.co.uk)

## 6. Job description

### **Job Purpose**

Reporting to the Strategic Director, the purpose of this role is to:

- be responsible for the operation of the National Inclusion Standard annual programme of organisational accreditation including the management of the annual programme life cycle

### **Key responsibilities**

The role involves programme management of the annual National Inclusion Standard and Foundation Assessment programmes:

1. Planning and management of the annual programme launch event.
2. Promotion and marketing of the programmes through a variety of means including face to face promotion to achieve agreed business plan targets, working with the Marketing and Communications Manager.
3. Responding to enquiries from applicants and prospective applicants in writing, by phone and face to face to provide advice/information about the programmes and enable them to make a decision on whether to take part.
4. Effective and proactive management of the sales pipeline leading to achieving the annual target for sales of participant places on the programmes.
5. Delivering presentations about the programmes to interested organisations and public speaking for example to forums such as networks and conferences.
6. Managing the submission process.
7. Participate in the assessments of submissions alongside our team of assessors and take part in moderation processes.
8. Administering the assessment and independent validation processes for submissions in strict accordance with agreed criteria.
9. Managing the written and face to face feedback process.
10. Managing the award process.
11. Wider contributions to the work of Inclusive Employers as required.
12. The role whilst office based, does include travel in the UK, including occasional overnight stays where required to visit participants and prospective participants and to promote the Standard more widely. This may also involve occasional out of hours work

## 7. Person specification

The postholder must be able to demonstrate they have:

Essential criteria	How the criteria will be measured Application - A Interview – I Test – T Presentation – P
1. <b>Experience of sales and successfully winning work, and motivated by targets</b> – you will need to be comfortable with how to pitch the Standard to different audiences, convince organisations of its value and diligently follow up leads using different mechanisms as you will be set a target for the number of organisations that sign up to take part each year.	A, I, P
2. <b>Project management skills</b> – you will be responsible for developing and delivering against a project plan which includes a number of strands of activity (as outlined) and will need to do this to time, on budget and to the required quality.	A, I, T
3. <b>Excellent interpersonal and relationship building skills</b> – you will need to be able to communicate about the National Inclusion Standard and build authentic relationships with individuals from a wide range of organisations and at different levels of seniority. This will be to share information about the Standard but also to support those who sign up with the submission process and any queries that they have. You will also need to build relationships with the assessors, expert panel members and internal stakeholders, the latter in order to drive the annual cycle of activity.	A, I
4. <b>Well-developed communication skills</b> - you will need to be able to communicate about the Standard (in writing and verbally) to a wide range of audiences and tailor messages accordingly. In terms of publicity you will need to write web and PR content and present to groups of different sizes about the National Inclusion Standard, so for example to committees or at conferences, workshops or via webinars. In terms of support for participating organisations, you will need to write guidance and feedback documents and present at feedback meetings. This job is therefore suited to someone who is happy to be the face of the Standard and communicate its value in a convincing, passionate and impactful way.	A, I, P, T
5. <b>Resourceful and flexible</b> – Inclusive Employers is a small, responsive and growing organisation. As a consequence the post-holder needs to be comfortable with change and variety and working at pace. They will need to be responsive, resourceful and able to work independently at times.	A, I, T
6. <b>An inclusive approach and value set</b> – we share a common belief in fairness and inclusion.	A, I

### **Additional criteria**

If you have any experience in any of the following areas, do share this with us in the relevant section of the application form. However you **do not** need to be able to demonstrate any of the additional criteria in order to apply for the post of Project Manager – National Inclusion Standard.

We will only use this information if we receive a high volume of applications that all meet the Essential Criteria above. It will be used for short-listing only to help us to identify a realistic number of candidates to bring through to interview.

1. Experience of managing or contributing to the development of another accreditation process
2. Experience of inclusion, diversity and/or equality
3. Comfortable with using a range of IT packages including developing on-line surveys (using survey monkey or similar) and evaluating the feedback

## 8. Staff benefits package

Description	Details
<b>Staff Incentive scheme *</b>	Performance award scheme – team and individual bonus
<b>Additional pension contributions</b>	Option to make additional monthly employee contributions above current standard level
<b>Annual leave</b>	<p>25 days including 3 days office closure over Christmas - rising by one day per year up to 30 days for full time staff (pro rata for part time).</p> <p>Existing staff – leave recalculated as of 1 Jan 2018. Taking into account each whole year’s service as at 1 Jan. Leave year remains Jan-Dec.</p> <p>New staff – leave year to begin on start date and reviewed on anniversary date.</p>
<b>Annual leave purchase scheme*</b>	Able to purchase up to 5 additional days leave per year
<b>Flexible working</b>	Remote working and flexible hours by agreement
<b>Workplace Pension (if applicable)</b>	From April 2018: 2% of salary paid by employer & 3% by employee (from 2019 3% employer, 5% employee)
<b>Cycle to Work scheme*</b>	Salary sacrifice arrangement

<b>Maternity - additional leave and pay *</b>	6 weeks full pay followed by 12 weeks half pay and 23 weeks SMP (statutory entitlement during probationary period)
<b>Paternity leave</b>	2 weeks paid leave at normal pay (including any statutory pay)
<b>Unplanned absence*</b>	Up to 5 days paid unplanned absence per year for sickness
<b>Bereavement leave</b>	Up to 5 days for partner, child, parent or sibling.

\*benefit available to permanent staff upon satisfactory completion of probationary period



## 9. What staff like about working for Inclusive Employers

We asked our staff to share what they felt was unique and special about working for Inclusive Employers to help give you a sense of what it is like here. These are their quotes, we have tried to organise them into themes:

“Coming from a larger organisation, I wasn’t sure how it would be working in a small team. But since being at Inclusive Employers, I’ve found the scope of work is very varied because of the different types of member organisations. I find being in a smaller team environment allows for ideas and voices to be heard, new ideas evolve quickly and are taken forward with pace. I feel valued for my individual contributions and highly trusted, which allows me to work flexibly and makes me want to give more back to my role.”

### The culture

High level of autonomy

Freedom and the chance to be creative

High trust culture – supports true flexible working

Extremely supportive team culture – we want each other to succeed and provide support when and where it is needed

Everyone is encouraged to give their opinion/input and it feels like you’re genuinely being listened to

I feel valued for the experience and knowledge I have to bring – it is very encouraging and confidence boosting!

Each team member is valued for the skills, knowledge and experience they bring both to their job and the team/organisation as a whole

We have less politics to navigate as we are working with people internally and externally that get it

We definitely work at pace, it is a fast-moving, fluid environment where roles are challenging and stretching

Opportunities to learn on the job, muck in and help out with different tasks

### Relationships with members

The opportunity to be visible and heard in the business and with our members

Working in varied environments – with different types of organisations – gives a lot of scope to gain experience and knowledge

Amazing access into a very wide range of employers working on projects to influence culture

We are respected as experts and innovators

## The work

The chance to plan and deliver innovative projects

We don't have to spend time convincing people or working through bureaucracy to get things done which means you could be having an initial chat about something one week and delivering or implementing it the next. This can be a little disconcerting initially when coming from a large organisation where everything has to go through multiple layers of approved/consultation.

Extensive variety of tasks and responsibilities which are ever changing

Opportunity to shape and evolve your role

A total focus on inclusion – which makes every day interesting even in just the more casual conversations we have within the office – like-minded people

The opportunity to explore inclusion as an everyday issue

Getting to work in areas / fields of expertise / topics you really care about

Working on important projects like National Inclusion Week and the BAME Challenge that have a big impact