



Head of Skills

Are you an ambitious, strategically minded leader with the commercial acumen, sector insight, and genuine warmth needed to transform digital inclusion at scale? We are seeking an exceptional Head of Learning, Skills, and Network Enablement to spearhead our skill-building strategy, empowering millions to gain the connection, confidence, and AI literacy required to thrive in a rapidly evolving digital world.

You will be a visionary strategic architect and collaborative team builder, adept at translating complex educational needs into high-impact, hybrid learning offers and pioneering digital platforms. You will thrive on driving systemic change: taking cutting-edge skills propositions to market, acting as our authoritative external voice on digital exclusion, and securing transformative investments—from high-value partner funding to co-designed public sector initiatives.

This pivotal role leads the delivery of our flagship skills programmes and shapes the future of our 5,000+ strong National Digital Inclusion Network. By bringing clear strategic vision, data-informed decision-making, and an adaptable growth mindset to our leadership team, you will strengthen community capacity, champion learner voices, and position Good Things Foundation for a sustainable, innovative, and deeply impactful future.

About us

We are the UK's leading digital inclusion charity, at the heart of the national response, working to deliver immediate and tangible help for people, whilst shaping long-term systems change through advocacy, policy and partnerships.

Nearly 8 million adults still lack the most basic digital skills, nearly 2 million households struggle to afford connectivity and millions more lack the confidence to keep up with changes like AI.

We achieve our impact for digitally excluded people through working in partnership with:

- frontline organisations in the community providing direct support to digitally excluded people and people at risk of digital exclusion

- our strategic partners who share our vision and support us strategically and financially to deliver our mission
- local, regional and central government across the nations delivering services and developing policy

We support digitally excluded people through a blend of national infrastructure and grassroots delivery. Our key services include:

- The National Databank: providing free SIMs and mobile data packages.
- The National Device Bank: a sustainable, circular economy approach to refurbishing and redistributing donated tech.
- The National Digital Inclusion Network: over 8000 organisations working to embed digital inclusion in their work and support digitally excluded people
- Online resources such as Learn My Way and our AI Gateway, designed to support the development of essential digital and AI skills
- What Works Co-Lab: a research and innovation programme generating evidence and piloting new models of digital inclusion delivery and support
- Delivering national digital inclusion projects and support services for clients such as HMRC and Google.org.

Our vision

A world where everyone can participate in our digital society and benefit from digital and AI.

We deliver impact at scale with the partners in the National Digital Inclusion Network. We build evidence and drive innovation in digital inclusion through the What Works? Co-Lab. We want to drive system change through our campaigning, influencing and advocacy work.

Our values

- Collaborative
- Creative
- People-focused
- Curious
- Positive

Job description

Job title:	Head of Skills
Reports to:	Associate Director of Programme Delivery
Date	October 2026

Role purpose

Good Things Foundation is the UK's leading digital inclusion charity, working to ensure everyone can benefit from digital. We're building a society where everyone can participate in a digital world. We want digital inclusion to be a fundamental part of how our country works: with digital inclusion baked in, not bolted on. And where every sector steps up so that people can use technology to improve their lives. We want to collaborate to change the lives of millions – creating digital inclusion at scale, harnessing evidence and innovation, and fixing the systems that hold people back.

This role will develop and lead a new strategic function reshaping the organisation's skills offer for both independent and supported learners, and enhancing capacity and connectedness across our nationwide network in order to help deliver on our mission of digital inclusion.

Main responsibilities

Strategic responsibilities

- Lead the development of a new strategic function to develop a skills based response to Good Things Foundation's mission.
- Establish and lead a team working collaboratively to design and deliver digital inclusion and AI confidence support via multiple channels.

Learning and skills

- Develop a hybrid learning offer accessible to independent learners and deliverable as a supported package through capacity-built hubs.
- Oversee the delivery of a range of funded programmes to deliver skills content to beneficiaries. Ensure programmes are delivered on time, on budget and to maximum impact for beneficiaries, coordinating the efforts of multiple teams internally. Ensure this portfolio of funded programmes works coherently as a whole.
- Oversee the delivery of our flagship in house skills programmes: AI Gateway and Learn My Way.
- Develop the business case for investment in skills and learning content technologies, winning new work and funding. And act as SRO on a new learning content platform.
- Oversee the network enablement budget, working with the Community Engagement Manager on spend.

External partnerships

- Acts as the organisation's expert voice on digital exclusion related to skills and confidence, representing the organisation externally.
- Create a skills proposition to take to funders and partners, build investment cases, and contribute to funding bids.
- Build and develop partnerships with other key players in the skills market, with a view to developing jointly funded projects.
- Horizon-scan and maintain an expert-level understanding of trends, market developments, and competitor activity in digital skills, AI literacy, and misinformation.

Network engagement

- Oversee the delivery of the National Digital Inclusion Network – a 5000+ strong network of voluntary organisations, libraries, housing associations and more, delivering digital inclusion on the ground.
- Build a compelling two-way proposition for network members – delivering leading edge products and services, offering a range of upskilling and peer learning opportunities to members, and spaces to be heard.
- Lead organisational response to enhancing Network capacity, empowering our members to deliver skills support in their communities through training products, peer support sessions, placements, advice and more.
- Champion the development of our approach to communicating with the network and listening to the voice of the membership for continuous improvement and advocacy.

Management responsibility

- Line manage the Community Engagement Manager, Digital Services Manager, AI and Digital Skills Programme Officer, and Learning Design & Experience Officer.
- Be a key player in the leadership of the Digital Inclusion Delivery Team, supporting the Assistant Director to lead our work.

Person specification

The criteria below describe what success in the role requires. Evidence may come from the charity, public, higher education, or private sectors, or from a transferable combination of them.

We welcome applications from people who can demonstrate many, though not necessarily all, of the experience and attributes below.

Essential experience

- 5+ years experience leading multi-disciplinary teams and building relationships with internal and external partners
- Experience developing learning or skills offers at scale
- Experience working with learning networks or membership organisations
- A track record in generating income via partnerships, sponsorships or delivering funded projects.

Personal attributes

- Commitment and alignment to Good Things Foundation's mission, strategy and values
- Adaptable in nature
- A growth mindset (the belief and motivation to improve on existing capabilities)
- Must work well in a fast-paced environment, with the ability to balance competing priorities effectively
- Creative and confident in their approach to handling strategic and operational issues

Knowledge and skills

- A clear and up to date understanding of learning technologies, including the implications of AI on the market
- Appreciation and practical understanding of how networks can be used to deliver and enhance learning
- The ability to work well under pressure, especially when dealing with conflicting priorities
- The ability to use data and insight to support decision making

Inclusive recruitment approach

We welcome applications from people who are looking to work flexibly in terms of hours and locations and particularly from people with diverse backgrounds and experiences.

Our values underpin our equity, diversity, and inclusion commitments. It's only through promoting inclusion that we can truly embody the values of being people-focused and collaborative. Creativity is central to Good Things and we understand that having a diverse workforce drives innovation and creativity.

As an organisation, we're committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

We therefore welcome applications from everybody who is committed to our vision and values and can demonstrate the skills, competencies, and experience required for the role applied for.

We are open to discussing the possibility of a secondment from organisations within the National Digital Inclusion Network and/or in any of our partner organisations.

Terms of appointment

Salary	£48,000 – £54,000, per annum, depending on experience. Higher-range appointments will normally be reserved for candidates who meet the essential criteria and bring substantial experience – for example, winning corporate partnerships, securing income and non-cash value, progressing opportunities to close and developing new offers or markets.
Location	Hybrid / Home Working Good Things Foundation is headquartered in Sheffield. We welcome candidates based in Sheffield, London or somewhere with practical access to both. Staff work flexibly across home and face-to-face settings. The role requires regular UK travel, particularly to Sheffield and London, for meetings, networking, events and public speaking. Travel to Sheffield to fulfil your role duties is considered normal commuting and the costs or time will not be reimbursed.
Hours	Full time *Flexibility of working patterns may be discussed with candidates if required
Benefits	See list of our benefits on our Working at Good Things webpage.

How to apply

Please email your application to recruitment@goodthingsfoundation.org by the closing date and time of **Sunday 25th October 11:55pm**. Please attach your CV and a supporting statement, of no more than two sides, that sets out:

- Tell us why you want to be Good Things Foundation's Head of Skills?
- How will your skills and experience directly contribute to our mission and strategic aims?
- Explain the main challenges facing people experiencing social / digital exclusion and how Good Things can help overcome those challenges in the next three years?

Applications which do not include both a CV and covering letter will not be considered.

We would also be grateful if you would complete the [Equality and Diversity monitoring form](#) on the online application process. This form is for monitoring purposes only and is not treated as part of your application.