

ROLE PROFILE

Role:	International Provider Account Manager - EMEA
Reports To:	International Business Development Manager
Location:	Bahrain

This role profile consists of two sections:

- 1. The **Job Specification** sets out the purpose, business outcomes and key responsibilities.*
- 2. The **Person Specification** sets out the qualifications, experience and behaviour expectations.*

Job Specification

Role Purpose:

To provide an effective continual improvement, account management service and annual audits to all ECITB International Approved Training Providers in the EMEA region.

Business Outcomes:

To be successful in this role the role holder must:

1. Ensure providers deliver ECITB licensed products and services and Vocational Qualifications, with an emphasis on quality of delivery and viable capacity whilst adhering to the appropriate standards and compliance criteria.
2. Promote all ECITB products and services and Vocational Qualifications, and explore potential opportunities for growth with existing and new providers.

Key Responsibilities:

1. Deliver on-going provider monitoring and annual audit services for all ECITB licensed products and services and Vocational Qualifications in accordance with the appropriate standards and compliance criteria (SOP's, Codes of Practice etc).
2. Implement a culture of continuous improvement with providers in the delivery of all ECITB licensed products and services and Vocational Qualifications.
3. Assist as required with the implementation and monitoring of provider improvement plans.
4. Work closely with the IBDM, UK Provider Management and R&D Team in monitoring the suitability of all ECITB licensed products and services.
5. Assist as required with initial approval of providers in accordance with the appropriate standards and compliance criteria.
6. Exploit opportunities to increase commercial income for the ECITB.
7. Produce monthly reports against set delivery targets for the EMEA region.
8. Assist IBDM to plan yearly operation/ delivery plan for the EMEA region in line with the ECITB international commercial strategy.

Role Parameters:

- This role has no line management responsibility but may be required to assist with mentoring new members of the team as required (Administration).
- This role will require extensive travel across the EMEA region to meet business needs, occasional travel outside of EMEA may also be required.
- This role is office based from the Bahrain office.

Person Specification

Experience & Qualifications

1. A Level/ONC/OND level of education or equivalent including Maths & English. IT literacy is essential.
2. 12 to 18 months related experience and/or training; or other equivalent combination of education and experience.
3. Strong working knowledge of carrying out audits.
4. An HSE/engineering/construction background.
5. Good interpersonal/communication skills.
6. Customer focused and commercially aware.
7. Good organising skills including time management
8. The ability to make sound evidence based decisions.
9. Ability to work to deadlines and deliver results.
10. The ability to handle challenges and pressure.

Core Competences

These competences apply to everyone working for the ECITB. They represent the behaviours that promote individual and corporate success and high achievement. They should be read in the context of each individual job and take account of the job's scope and level of responsibility and complexity.

1. Business Acumen

Understands general business and financial concepts. Understands the ECITB and the ECI business, and uses both general and specific knowledge to make appropriate judgements in decision making and dealing with employers and other stakeholders.

2. Delivering quality results

Maintains a high level of commitment to personally getting things done. Delivers results and takes personal responsibility for achieving outcomes. Works effectively with little direction, and is dependable and responsible. Strives for high quality and effective outcomes. Finishes what is started and demonstrates persistence.

3. Customer Focus

Understands that customers are internal and external. Understands customer business needs and provides appropriate solutions. Anticipates, listens to and values customers' needs, suggestions and feedback. Ensures own work output is aligned with customer (internal or external) and stakeholder needs and anticipates future requirements.

4. Planning & Organising

Demonstrates effective organising and planning skills according to organisational and role needs by defining objectives and anticipating needs and priorities. Sets and achieves realistic goals and effectively

anticipates deadlines and delivers required results. Where required, liaises with colleagues to use available resources effectively to simultaneously handle several projects. Demonstrates good time management and prioritising skills to handle multiple tasks and deadlines, and develops contingency plans in anticipation of possible obstacles. Constructs realistic time frames for completion and monitors progress. Is able to effectively manage own time and where required, the time of others.

5. Teamwork and Collaboration

Works effectively and collaborates with others toward a common goal. Able to build and maintain cooperative work relationships with others, and values others' input. Completes own tasks for group projects in a timely and responsible manner and directly contributes to reaching the group goal. Assists others to support the group goals.

6. Problem Solving

Demonstrates sound ability to analyse and solve problems within scope of role, through careful rational evaluation of information, and consideration of possible alternatives and consequences. Capable of generating or contributing to effective solutions to problems. Avoids making snap decisions with little or no sound rationale. Able to apply analytical and creative skills depending on the nature of the problem, and persistence to work at the problem until it is resolved.

7. Leadership, taking responsibility

This is both leading others and self-leadership. Regardless of the personal level of seniority, is an active member of the team, taking responsibility, communicating and respecting others' opinions, recognizing opportunities to help out, and offering to take initiative to get things done. Setting a good standard for others to follow. Understanding the organisation's culture and people so that taking initiative is effective i.e. without stepping on toes. . Where leading others, setting clear vision and purpose, establishing realistic and measurable results expectations, building rapport and sense of team, holding self and others accountable, motivating others, and removing barriers.

8. Communication Skills

Communicates effectively, both verbally and in writing, to a wide range of different audiences in formal and informal settings so that the audience understands the message and a degree of influencing is achieved (as appropriate to the requirements of the role). Messages are clear and unambiguous, use of English is accurate, a professional business tone is adopted.

9. Professional behaviour

Conducts self in a responsible manner and treats others with respect. Responds to work-related problems, pressures, and obstacles in a rational and positive manner. Upholds ECITB's values, shows respect for diversity, and demonstrates a high level of integrity so that the ECITB 'brand' and reputation is enhanced. Demonstrates tenacity and resilience, supports colleagues, and is work-focused and reliable in working hours.

10. Delivering continuous improvement / adapting to change

Seeks opportunities to improve current processes, procedures, systems and methods to promote reliability, quality, and efficient output. Dedicated to the improvement of current work processes. Having a disciplined and detail orientation to own work and constantly looking for ways to improve or willing to alter current practice. Encourages others to apply similar discipline to achieve continuous improvement. Looks for new and innovative ways to deal with changing demands and achieve objectives.

Competencies