

ROLE PROFILE

Role:	Provider Account Manager (International & UK)
Reports To:	Senior Provider Account Manager

This role profile consists of two sections:

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

Job Specification

Role Purpose:

To provide an effective continual improvement and account management service to all International & UK ECITB Approved Training Providers with a particular focus on the ECITB International provision.

Business Outcomes:

To be successful in this role the Provider Account Manager (International & UK) must:

1. Ensure International & UK providers deliver ECITB licensed products and services to the required quality whilst adhering to the appropriate standards and compliance criteria.
2. Focus on the delivery of ECITB International & UK licensed products and services to ensure the delivery, facilities and resources are to the required quality whilst adhering to the appropriate standards and compliance criteria.
3. Promote all ECITB products and services and explore potential opportunities for growth with existing and new providers.

Key Responsibilities:

1. Deliver on-going provider auditing for all ECITB licensed products and services and in accordance with the appropriate standards and compliance criteria.
2. Effective management and organisation of all engagements relating to Licensed Training Provider portfolio.
3. Implement a culture of continuous improvement with providers in the delivery of all ECITB licensed products and services with a particular focus on the delivery of International products and services.
4. Assist the ECITB provider network and licensed training provider network as required with the implementation and monitoring of provider improvement plans.
5. Work collaboratively with the UK Provider Account Management Team to standardise the International & UK provider network quality assurance and account management processes.
6. Work closely with the Head of Commercial and their team in supporting and enhancing the quality assurance of the International Licensed Training Provider network.
7. Assist as required with initial approval of International and UK providers in accordance with the appropriate standards and compliance criteria.
8. Exploit opportunities to increase commercial income for the ECITB.



Role Parameters:

- No line management responsibility but may be required to assist with mentoring and training new members of the team as required.
- Post holders will be required to travel extensively, both internationally and in the UK, to meet business needs.
- Home-based in the UK with predominately International and some UK responsibilities.

Person Specification

Experience & Qualifications

1. A Level/ONC/OND level of education of equivalent including Maths and English plus a Level 3 or above Engineering Vocational Qualification.
2. IT Literacy is essential.
3. Good knowledge of quality assurance and continuous improvement processes.
4. Good understanding of the observation and audit process.
5. Knowledge of training and assessment.
6. Good interpersonal/communication skills.
7. Good organising skills including time management.
8. Customer focused and commercially aware.
9. The ability to make sound evidence-based decisions.
10. Ability to work to deadlines and deliver results.
11. 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.