

ROLE PROFILE

Role:	Account Manager
Reports To:	Senior Account Manager
Location:	Home based

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 set-up, develop and maintain/enhance the account relationship with leviabile establishments, promote the products and services provided by the ECITB, and support leviabile establishments in defining their training needs and resolving their training and competence-related issues.

Support the Senior Account Manager in delivering the regional employer and provider related objectives.

Business Outcomes:

To be successful in this role the Account Manager must:

- Ensure the percentage of satisfied customers as measured by the Customer Satisfaction Survey is high, is maintained and works towards continuous improvement.
- Ensure learning solutions delivered align with customers' business needs and are identified in the employer training plans.
- Ensure support provided by the ECITB satisfies and meets customer requirements as evidenced by take-up and engagement.
- Through the quality of service provided, ensure the ECITB is viewed as a strategically important partner in the industry.
- The regional objectives as set by the Senior Account Manager are carried out effectively.

Key Responsibilities:

1. Operational delivery of the regional strategy
 - 1.1. Objectives and KPIs as set by Senior Account Manager
 - 1.1.1. Allocated case load support
 - 1.1.2. Learner KPIs
 - 1.1.3. Populating and closing out learner commitments
 - 1.2. Support the delivery of the regions STEM agenda.
 - 1.3. Employer engagement to meet customer needs.
 - 1.4. Customer satisfaction is maintained and increased within the region.

2. Learning solutions meet customers' needs and are clearly defined in the employers' training plans.
3. Promote the products and services provided by the ECITB.
4. Develop rapport with case load employers to ensure that the ECITB fully understands the needs of the employers and employers can derive value from the levy investment.
5. Customer satisfaction is high across the case load of employers and where there are issues they are identified and plans in place to address those issues.
6. Value for levy investment in accordance with regional strategy
 - 6.1. Regular instances of collaborative training reduce training fees
7. Levy and Scope related activity as directed by the Senior Account Manager
8. Training Provider engagement to meet regions needs
9. Manage regional projects as detailed by the Senior Account Manager
10. Identify potential commercial leads

Role Parameters:

- No line management responsibility but may require mentoring of new members of the regional team.
- Significant travel expected to engage with accounts as identified in the employer engagement plan. The job holder may be expected to support accounts in area of the defined geographical region to meet business needs.
- The geographical region of responsibility will be one of the following. It should be noted that to meet operational requirements the boundaries of geographical responsibility may be extended:

Scotland	Includes supporting Upstream Oil and Gas employers
Northern	From the South Humber bank in North Lincolnshire to the Scottish Border and from Ellesmere Port to Cumbria
Wales/Midlands/East Anglia	From East Anglia, including North Essex to Lincolnshire across to Cheshire, all of Wales and the West Midlands
South	From North Thames Estuary across to Gloucestershire and the Severn Estuary including all of the Engineering, Design and Procurement employers

- All of the geographical areas exclude core nuclear sites.
- This role is home-based.

Person Specification

Experience & Qualifications

1. Occupationally related qualification, VQ or Higher education qualification
2. Previous relevant experience demonstrating a level of competence working effectively in a relationship and business management focused capacity.
3. Experience of being a solutions provider for customers
4. Experience of the engineering construction industry or similar industry working in a skills related capacity
5. Experience of training and competence systems

6. Awareness of the 1991 Industrial Training Board (Engineering Construction Board) Order and the Under Enquiry process
7. Working to deadlines and delivering results
8. Experience of applying reason to situations and forming sound judgements and decisions
9. Managing small projects

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.