

ROLE PROFILE

Role:	UK Commercial Manager
Reports to:	Head of Commercial
Location:	Home based with UK wide travel

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 identify, shape, develop and grow the ECITB's commercial business interests in the UK with an immediate focus on the ECITB's Client Contractor National Safety Group (CCNSG) Safety Passport product with capacity to grow the commercial use of other ECITB courses and qualifications.
- Provide Line Management for a CCNSG Administrator/Customer Services specialist and a full secretariat function for the CCNSG Committee which meets every quarter.

Business Outcomes:

To be successful in this role the UK Commercial Manager must:

1. Increase the net financial contribution of commercial activities within the UK (and EU).
2. Grow existing revenue streams, particularly the CCNSG Safety Passport, whilst generating strong and sustainable new opportunities both in and outside of the Engineering Construction Industry.
3. Manage costs of sales and reduce them where possible without adversely affecting operations or service levels.
4. Improve existing processes and create new ones to increase efficiency and service levels, particularly around customer support.
5. Promote ECITB products and services to prospective customers whilst upselling to existing Training Providers.
6. Influence UK based projects and sites to use CCNSG.
7. Enhance the ECITB's reputation as a leader in the provision of Engineering Construction Industry Technical Training Standards and Testing, and Health and Safety.
8. Assist the Head of Products by identifying product updates and enhancements that resonate with current and future market trends.

Key Responsibilities:

1. Identify and exploit new and relevant commercial opportunities to increase income for the ECITB.



2. Effectively manage and organise work activity concerned with the delivery of the CCNSG Safety Passport Programme within the UK, including a full secretariat function to the CCNSG Committee.
3. Nurture a culture of continuous improvement and growth with Training Providers and customers for the delivery of CCNSG Safety Passports and all ECITB licenced products and services, by working closely with other internal ECITB stakeholders.
4. Assist and support Training Providers' applications to gain ECITB accreditation for themselves, their courses and staff, including Trainers, Testers and Invigilators.
5. Negotiate licences and contractual arrangements with Training Providers and end-user clients.
6. Interpret market trends to enable the ECITB to adapt to sector changes.
7. Contribute to setting the annual UK Commercial budget.
8. Provide back-briefs, updates and proposals for all areas of responsibility to the Head of Commercial, the CCNSG Committee and other functional heads as required.

Role Parameters:

- Full-time, home based in UK.
- Line Management responsibility for one report and may be required to assist with mentoring and training new members of the team in time.
- Post holder can expect to travel extensively within the UK, and on occasion the EU, to meet business needs. The main focus will be exclusively within the UK at the start.

Person Specification

Experience & Qualifications

1. Minimum of 2 x A Levels (A-C or Level 4 and above) or IB Level 2 and above. Tertiary education a strong preference, although extensive business development and commercial experience will be assessed on merit.
2. Be qualified to NEBOSH General Certificate level in Health & safety or similar associated discipline.
3. Demonstrable BDM and/or Commercial Manager experience including account management and financial processes.
4. IT Literacy essential with good knowledge of main MS applications.
5. Understanding or experience in vocational training desirable.
6. Excellent organisational skills, personal time management and reliability.
7. Outstanding interpersonal/communication/presentational skills.
8. The ability to make sound evidence-based decisions.
9. Able to prioritise and work to deadlines, delivering results either individually or as part of a team.
10. The ability to handle challenges and pressure.
11. A self-starter, able to work autonomously, in line with the ECITB's Core Competences.



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.