

ROLE PROFILE

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 integrate all of the key strategic projects being delivered as part of the Projects and Programmes function in to one programme. Identify and maximise the synergies, through a standardised approach, with other projects and programmes delivered in other parts of the ECITB.
- This role is a Programme Management role and primarily requires the standardisation and co-ordination of projects and change management activities to ensure business benefits against the ECITB strategy.

Business Outcomes:

To be successful in this role the Head of Projects and Programmes must:

- Ensure that an integrated programme of work is being managed and progressed against the ECITB strategy and business plan.
- There is standardisation and co-ordination of delivery and reporting against the strategic projects required to deliver the ECITB strategy and business plan.
- The Senior Project Manager, Senior Service Designer, Head of New Entrants and any external resources being used are working as a cohesive programme team.

Key Responsibilities:

1. Performance management of all Senior PMs, Senior Service Designer and Head of New Entrants and any external consultants used to deliver major projects.
2. Ensure the major projects allocated to the resources within the department are progressed and delivered against the business plan, these currently include:
 - a. Connected Competence
 - b. Blended Learning Strategy
 - c. New entrant pipelines.
3. Manage and co-ordinate the functions of the ECITB Programme Boards
4. Project manage one strategic level project as defined by Director, Operations
5. Accountable for project level budgets within programme area of responsibility.
6. Maintain oversight of other specific ECITB strategic projects which are being delivered by other parts of the business.

7. Maintain an overview of key ECITB department activity, notably, product development, research activity, regional engagement and Awarding Organisation, to prevent divergence or overlap with programme management work.
8. Ensure all areas under responsibility are effectively utilising ECITB management systems, such as the MSP and CRM.
9. Coordination of project level risk management activities into one programme level risk management system.
10. Support Head of Commercial in recognising commercial opportunities that emerge from the programme of work.
11. Reporting at a programme level to the Exec and the Board.

Role Parameters:

- Line management for the Senior PMs, Senior Service Designer and Head of New Entrants.
- Required to be full-time, home based with reasonable flexibility regarding working arrangements.
- Travel through the UK is required which, on occasions, will necessitate extended hours and nights away from home.
- There are strategic risk reporting requirements.

Person Specification

Experience & Qualifications

1. First degree education or similar occupationally related qualification.
2. Minimum of 5 years' experience of working effectively in a relationship and business management focused capacity and with knowledge of the engineering construction industry.
3. Project management of non-technical projects with demonstrable ability to manage internal and external stakeholders.
4. Experience of managing a series of projects which align to a single programme of work towards business goals.
5. Some experience in performance management of dispersed teams.
6. Experience of influencing and persuading senior stakeholders in either a relationship management or business development capacity.
7. Some experience of risk management processes.
8. Experience of applying reason to situations and forming sound judgements and decisions.

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

Role Specific Competences

These are required to be successful in this role.

1. Influencing and Persuading

Convincing others to adopt a course of action, particularly if it is the longer term benefit of the industry or sector over short term benefit to an individual employer. Able to understand the audience and modify the method of persuasion accordingly; backed up with a sound business case.

2. Interface Management

Manage the interdependencies of multiple projects to meet the overall programme of work. This will involve the management of individual project managers to ensure that individual projects are meeting the requirements of the whole programme of work. This can mean project managers having to compromise on individual project objectives. This requires strong leadership by the programme manager to align individuals to the overall programme goal.

3. Business Development

Identifying the opportunities for placing ECITB products into industry in both a commercial and non-commercial setting.