

ROLE PROFILE

Role:	Product development manager
Reports To:	Head of product development
Role Profile dated	2022-04
Signed as approved and correct by line director	<i>Andy Brown</i>

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:

The management of the research and development process of training products and associated services to meet the needs of the engineering construction industry. The product development manager is expected to take full ownership of product development and lead projects from initial idea and needs analysis through to scope identification, procurement and product or service release.

Business outcomes:

To be successful in this role the post holder must:

1. Research industry requirements and produce feasibility reports
2. Ensure products developed meet customer requirements to enable high satisfaction and confidence in ECITB's training and assessment products
3. Scope, resource and develop products within defined timescales to current industry standards
4. Develop and maintain a network of industry technical experts
5. Source, select and manage suppliers and consultants
6. Communicate effectively with internal and external stakeholders
7. Review and maintain existing products to schedule
8. Create and maintain products in line with current educational methods
9. Produce evidence of consultation and maintain a clear audit trail of development

Key responsibilities:

1. Research, design, develop, produce, review and quality assure products including standards, qualifications, training courses, technical tests, assessments and marketing materials.
2. Identify, select and contract with suppliers while managing their performance
3. Effectively manage all internal and external project stakeholders
4. Develop and maintain good lines of communication internally and externally

5. Comply with the ECITB processes and procedures
6. Maintain industrial knowledge and display a commitment to continuing professional development
7. Other duties as may reasonably be assigned to you from time to time.

Key accountabilities:

These describe the deliverables and reports that need to be produced on a monthly basis that form an additional part of the management process of the business. (The precise format has to be agreed but these areas will need to be reported monthly)

1. Report on progress of products and services to ECITB requirements
2. Monthly report on projects in progress
3. Weekly report on current issues

Managerial or leadership responsibilities

The role has responsibility for the management of external consultants and leadership of working parties associated with specific development projects

Role dimensions

The role is home based and reasonable flexibility of working arrangements is required. Travel throughout the UK is required which on occasions will necessitate extended hours and nights away from home. Occasional short duration international trips may also be required. Budget responsibilities will be as advised by the line manager, with budget authority as detailed in the finance procedures.

Person specification

Experience & qualifications

Essential

1. Project management skills and experience in an engineering or training capacity
2. First-hand experience of training delivery and theory, training needs analysis or training product and service development relevant to an industrial environment.
3. Good critical thinking, analytical and problem-solving skills
4. Good time management skills and the ability to work independently
5. Effective leadership and management skills.
6. Ability to network effectively, negotiate well and influence people. Broker relationships with stakeholders within and outside the project
7. Good IT skills
8. HND/Degree level of education or equivalent gained via experience.
9. An ability to think creatively
10. Good written communication skills
11. Good presentation skills

Desirable

1. An awareness of National Occupational Standards and National and Scottish Vocational Qualifications relevant to the Engineering Construction Industry. An understanding of the role of an awarding body
2. An understanding of the organisational structure and funding arrangements in the skills sector
3. Experience of managing working groups

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. Tenacious and Resilient

Will not give up easily during difficult engagements. Is able to sustain actions to deliver against goals often when potential, or existing customers are avoiding contact or misleading the agenda. Will see a task through to its conclusion within the given timescale. Maintains a positive and professional manner in the face of work-related problems and frustrations.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.