

Relationship Manager role profile

Role:	Relationship Manager
Reports To:	Regional Operations Manager
Location:	Home based
Role Profile dated	17/05/24
Signed as approved and correct by line director	Andy Brown COO

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, manage and develop the stakeholder relationships within assigned regional employer establishments, to promote the use and take up of ECITB products and services.

To support ECITB employer establishments in identifying, defining, and delivering their training, people, and skills requirements, as well as supporting the Regional Operations Manager in delivering the regional plan.

To be an ambassador for the Engineering Construction Industry through influencing and leading collaboration across multiple stakeholders.

Business outcomes:

To be successful in this role, the Relationship Manager must:

- Ensure high value customer service and stakeholder relationship activities across regional employer establishments, with the aim of ensuring the ECITB is viewed as a strategically important partner.
- Ensure appropriate learning solutions are identified and implemented against customers' business needs across employer establishments utilising ECITB products and services.
- Ensure the percentage of satisfied customers as measured by the customer satisfaction survey is maintained and work towards continuous improvement.
- Ensure the regional objectives relating to the ECITB strategy as set by the Regional Operations Manager are carried out effectively.

Key Responsibilities:

1. Operational delivery of the ECITB strategy

- 1.1. The monitoring and completion of objectives as set by the Regional Operations Manager and KPIs as set by the senior leadership team.
- 1.2. Being the principle ECITB point of contact for assigned employer establishments to ensure joined-up and value-adding activities are delivered. Including providing advice and guidance on skills related topics.
- 1.3. Support other ECITB departments in the interactions they require with employer establishments.
- 1.4. Initiate and establish multi-level engagement with all assigned employer establishments.
- 1.5. Establish and maintain a high level of knowledge on ECITB products and services.
- 1.6. Effectively communicate the products and services provided by the ECITB to employer establishments and other relevant stakeholders.
- 1.7. Support employer establishments to plan and achieve their training needs through utilisation of appropriate ECITB products and services.
- 1.8. Ensure grant provision is utilised and managed in accordance with ECITB Grant Policy using ECITB management systems.
- 1.9. Promotes and encourages employers to consider utilising apprenticeships as a key new entrant pipeline.
- 1.10. Delivery of ECITB-led new entrant programmes within the region at the discretion of the Regional Operations Manager to ensure positive progression outcomes.
- 1.11. Deliver value through the collective levy in accordance with ECITB and Industry strategic aims.
- 1.12. Collate local and national labour market intelligence for the benefit of employer establishments and wider industry.
- 1.13. Understand the regional ECITB approved training provider footprint and engage with relevant ECITB providers and others to identify new opportunities.
- 1.14. Ensure commercial opportunities are identified and directed to the relevant person, as advised by the Regional Operations Manager, to meet the needs and aims of the business.
- 1.15. Engage with relevant skills related stakeholders outside of assigned employers at the discretion of the Regional Operations Manager.
- 1.16. Ensure customer satisfaction is maintained to high standards across employer establishments, any issues are diagnosed and dealt with in a timely and effective manner.
- 1.17. Ensure key management systems are maintained with up-to-date information relating to relationship management and stakeholder engagement activity.
- 1.18. Manage and support regional projects as detailed by the Regional Operations Manager.
- 1.19. Any other miscellaneous tasks deemed appropriate to the scope of the Relationship Manager job role, as advised by the Regional Operations Manager.
- 1.20. Undertake training, development and CPD activities in relation to the role, aligned to business need as agreed with, and set out by the Regional Operations Manager.

Role parameters:

- This role is home-based.
- No line management responsibility but may require mentoring and/or deputising activities at the discretion of the Regional Operations Manager.
- Significant travel expected to deliver ECITB activities as identified including overnight stays where required.

Person Specification

Experience & qualifications

Essential:

- Previous relevant experience demonstrating a level of competence working effectively in a business relationship-focused capacity.
- Experience of training and competence systems.
- Experience of being a solutions provider for key customers.
- Experience of seeking opportunities to develop own and/or customer business.
- Experience of dealing with difficult customers and/or negotiating with stakeholders.
- Demonstrable experience of working to deadlines and delivering results.

Desired:

- Project management of non-technical projects with demonstrable ability to manage stakeholders.
- Experience of the engineering construction industry or similar industry working in a skills-related capacity.
- Experience of coaching and mentoring less experienced members of staff.
- Some experience of risk management processes.
- Knowledge of the 1991 Industrial Training Board (Engineering Construction Board) Order.

Core competencies

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. Can effectively manage own time and where required, the time of others.

5. Teamwork & 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, recognising 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.