

ROLE PROFILE

Role:	Provider Success Manager
Reports To:	Head of Product Delivery
Role Profile dated	September 2025
Signed as approved and correct by line director	Chris Mann

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:

Ensure the training and testing delivery network meets the needs of employers in the engineering construction industry by working with the approved providers, Product Managers, Market Development Manager and the Compliance team to support the delivery of all ECITB approved and licensed training related products. Support the Head of Product Delivery to achieve the department's business outcomes especially in relation to approved training provider (ATP) satisfaction.

Business Outcomes:

To be successful in this role the post holder must:

1. To continuously improve and operate the ECITB approval process, ensuring it is pragmatic, robust, transparent and delivered to the required quality.
2. Ensure the provider network has the necessary depth, expertise and appropriate geographic distribution to meet the needs of industry employers.
3. Build confidence in and drive the quality of the ECITB approved delivery network and approved provider courses by championing the ATP network as well as supporting it to operate ECITB licensed products and services to a high quality to meet the ongoing needs of employers.
4. Champion provider satisfaction: ensure ATPs across all disciplines are satisfied with the levels of service and support they receive to enable them to support the ECI effectively.

5. Provide insightful data through relationship management of ATPs and interrogation of usage and delivery data, gathering and analysing intelligence to provide recommendations and continuously improve product delivery.

Key Responsibilities:

1. Approval process – continuously and operate

- Drive forwards the approval processes, ensure they remain fit for purpose across all disciplines, gather feedback (internal & external), identify improvements, update approvals-related documentation and effectively manage the change. Provider approval processes include UK & International, providers, trainers, examiners, facilities, training courses.
- Ensure communications on approvals is clear, succinct, recorded and sets expectations, both externally and internally
- Use expert judgement and pragmatism to ensure delivery of all approvals of providers, courses, trainers and facilities in a transparent, timely and consistent manner:
 - Provider application process: work with potential ATPs from the start to the end of the approval process, visiting if required, recommending ATPs for approval, completing required paperwork, ensuring compliance with ECITB processes and SOPs.
 - Approve trainers, examiners and/or facilities for ATPs, working with ATPs, programme admin and internal subject matter experts as required.
 - Approve submitted PCAS courses, working with existing ATPs, programme admin and internal subject matter experts as required.
- Manage ATP debt ensuring aged debt is minimised through effective and regular engagement as required internally and externally.
- Ensure effective use of ECITB systems available to support and manage the ATP network eg MS365, CRM, Creatio.

2 & 3 Provider network – quality, delivery and location

- Provide insightful data on product usage locations and analyse the data to provide information and identify gaps in geographical product delivery vs employer needs.
- Drive forwards the quality of delivery using a range of techniques including:
 - Effective on-boarding of new providers
 - Working effectively with the compliance team to identify areas for improvements
 - Working with product managers to ensure ATPs value the ECITB products and services they are delivering
 - Improving delivery through ECITB-ATP collaborative training & coaching initiatives e.g. learning programmes for ATPs through the LXP, ATP mentoring, leadership on training to meet diverse needs of learners

- Continuously improve standard operating procedures (SOPs) and associated documentation to ensure consistency of delivery, transparency and clarity on ECITB's requirements of delivery by the provider network.

4. Champion the ATP network and improve ATP satisfaction

- Develop the relationship between ECITB and its providers through delivery of a comprehensive ATP stakeholder engagement plan, including working with the communications and marketing teams to announce new providers, trainers/examiners, and new PCAS courses on a regular basis.
- Delivery of regular, quality proactive engagement such as hosting an annual face-to-face forum and arranging online updates such as monthly drop-in sessions via Teams to address issues and share best practices.
- Ensure ATP information in ECITB communication systems (Creatio, CRM, website) is accurate and up to date.
- Steer the Customer support team to ensure ATP queries are responded to effectively, transparently and in a timely manner on a continuous basis.
- Leadership of the Product Administration function, ensure continuous improvement and line manage customer support.

5. Insightful data to improve product delivery

- Report on progress with applications and approvals each month – highlighting market information gained and any issues identified.
- Be the primary point of contact and trusted advisor for a selection approved providers. Building and maintain strong relationships with key stakeholders at all levels, from technical users to executive leadership. Proactively engage with providers to understand their business goals and challenges.

6. New projects and innovation

- Deliver new projects and innovations in accordance with requests from manager.

Role Parameters:

- Collaborate with the Head of Product Delivery to identify, assess, and mitigate risks, contributing to the departmental risk register
- Deputise for the Head of Product Delivery as required
- Required to be home based with reasonable flexibility regarding working arrangements.
- Post holders will be required to travel throughout the UK to meet business needs.
- Budget responsibilities will be as advised by the line manager with budget authority as detailed in the Finance Manual
- Open to applicants seeking part-time and flexible working hours – this will be considered.
- This role requires a Basic DBS check to be made before employment can start.

Person Specification

Person Specification

Experience & Qualifications

Person specification

- Proactive growth mindset and excellent relationship-building skills.
- Collaborative team player that takes accountability for own work.
- Committed to continuous improvement and self-learning.
- Self-motivated to deliver quality work, balancing quality and time.
- Pragmatic problem solver with the ability to forge consensus and support compromise whilst working to meet customer needs.
- Excellent communicator, open, objective, and responsive to customer needs, seeking technical expert input when required.

Experience & Qualifications

1. A Level/ONC/OND level of education or equivalent including Maths and English.
2. IT literacy is essential.
3. Level 3 or above Engineering or vocationally relevant qualification.
4. Previous relevant experience demonstrating a level of competence working effectively in a relationship and stakeholder management focused capacity.
5. Experience and technical knowledge of engineering construction plant and equipment and the engineering construction industry
6. Good knowledge and experience of quality assurance and continuous improvement processes.
7. Knowledge and experience of training, competence and assessment.
8. Good interpersonal, communication, and collaboration skills.
9. Previous relevant experience demonstrating a level of competence in prioritising requests for information, managing these effectively and ensuring delivery and completion of work to a regular schedule with effective internal and external communication throughout.
10. Customer focused and commercially aware.

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.

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. Business Development

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