


Regional Operations Manager role profile

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| Role: | Regional Operations Manager – Scotland, North, SWMEE. |
| Reports To: | Head of Regional Operations |
| Location: | Home based |
| Role Profile dated | 17/05/24 |
| Signed as approved and correct by line director |  |

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:

Leading the regional operational delivery of the ECITB strategy.

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

To be the conduit between senior level stakeholders to ensure the region is represented at council and board level.

Business outcomes:

To be successful in this role, the Regional Operations Manager must:

- Ensure there is an employer engagement plan for each in-scope employer and ensure the plan is delivered by the regional team within budgetary constraints.
- Ensure the percentage of satisfied customers as measured by the customer satisfaction survey is maintained and work towards continuous improvement.
- Ensure ECITB departments receive regional operational support in delivery of the ECITB strategy.

Key Responsibilities:

1. Operational delivery of the ECITB strategy

- 1.1. Development and execution of regional plan each year.
- 1.2. Completes objectives and KPIs as set by Head of Regional Operations.
- 1.3. Ensures that employer engagement meets customer needs.
- 1.4. Ensures that learning solutions meet customers' needs and are clearly defined in the regional plans.
- 1.5. Ensures the uptake of the ECITB products and services is maximised to generate value across the industry.
- 1.6. Support Relationship Managers with the development of multi-level engagement with employer establishments.
- 1.7. Build and maintain key employer and stakeholder relationships.
- 1.8. Establish and maintain a high level of knowledge on ECITB products and services.
- 1.9. Responsible for managing the regional budget and make appropriate decisions in the fair and equitable use of grant aligned to the regional plan and industry priorities.
- 1.10. Line and performance management of the Relationship Managers.
- 1.11. Responsible for reviewing and prioritising potential new employers to be brought onto the ECITB register of leviable establishments and supporting wider levy and scope related activity.
- 1.12. Leads and ensures appropriate stakeholder engagement to meet the region's needs.
- 1.13. Support as required in the identification and follow up of commercial leads with the commercial team.
- 1.14. Support the strategy & policy department in wider stakeholder engagement and other departments as necessary.
- 1.15. Lead the delivery of ECITB new entrant programmes in the region.
- 1.16. Ensures the delivery of regionally related projects.
- 1.17. Managing the operational risks of the region.
- 1.18. Managing regional specific operational communications requirements.

Role parameters:

- This role has line management responsibility for the Relationship Managers assigned to a particular region.
- This role will require significant travel and overnight stays to engage with stakeholders as per requirements to deliver the regional activities. The Regional Operations Manager will also have to liaise extensively with other departments across the ECITB.
- The role will have KPI and operational risk reporting requirements.
- This role will be home-based and is required to be full time.

Person Specification

Experience & qualifications

Essential:

- Previous relevant experience demonstrating a level of competence working effectively in a relationship and business relationship-focused capacity.
- 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.
- Working to deadlines and delivering results.
- Experience of line managing small teams.

Desired:

1. Knowledge and understanding of the 1991 Industrial Training Board (Engineering Construction Board) Order and the Under Enquiry process.
2. Experience of the engineering construction industry or similar industry working in a skills related capacity.
3. Experience of training and competence systems.
4. Experience of coaching and mentoring.
5. Some experience of risk management processes.
6. Project management of non-technical projects with demonstrable ability to manage stakeholders.
7. Experience in navigating the regional political landscape in relation to skills.

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.