

ROLE PROFILE

Role:	Head of Region Scotland, North or SWMEE
Reports To:	Director of Regional Operations
Role Profile dated	November 2024
Signed as approved and correct by line director	<i>Matt Knights</i>

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:

The Head of Region is responsible for leading the implementation of the strategy at a regional level to support the engineering construction industry through skills development, training initiatives, and workforce planning. This role ensures that the regional teams engage effectively with employers, training providers, industry stakeholders, and partners to address current and future skills needs;

- To identify, lead and manage strategic relationships across the region.
- To enhance the profile and reputation of the ECITB as the leading authority on engineering construction skills and a critical partner in delivering skills for the future.
- To lead and execute value adding activities against the ECITB strategy for the region.

Business Outcomes:

To be successful in this role the Head of Region must:

- Embed the ECITB in key projects and sectors and ensure we are contributing effectively to meeting the industry's skills needs.
- Develop high-value partnerships with stakeholders, including asset owners/operators to enhance outcomes for industry.
- Position the ECITB as a key player in the delivery of skills for net zero, in particular with the Industrial Clusters and Energy Transition projects.
- Ensure stakeholders understand the value proposition and relevance of the ECITB and that stakeholders value the work of the ECITB.

Key Responsibilities:

1. Lead the ECITB's engagement activities across the region
2. Engage with senior client/asset owner representatives to inform regional skills strategies and thus shape regional operational objectives
3. Plan, develop, and execute regional engagement strategies and develop regional plans with key stakeholders, including clients/asset owners, trade associations, local authorities, regional chairs and other stakeholders as appropriate
4. Lead ECITB engagement with the Industrial Clusters and ensure the ECITB is well placed to support and respond to their skills needs in a timely and professional manner
5. Work with regional partners to leverage funding for ECI skills across the region, thus maximising the value of the levy, and seek to influence training provision so that it meets industry needs
6. Interpret trends and changes within your geographical footprint and ensure these are reflected in the regions plans and operational activity, including:
 - a. Emerging and future project activity.
 - b. Market shifts.
 - c. Technology changes.
 - d. Policy and political changes.
7. Work in partnership with other Heads of region to identify mutual engagement priorities and ensure a joined-up approach
8. Takes project management responsibility and/or support towards regionally based projects including engagement with existing and new bids for regional skills hub activities
9. Liaise extensively and regularly with, strategy and policy, learning and assurance, levy/legal, and IT functions to ensure alignment of activities and gather information to inform the departmental risk register
10. Work closely with the Regional Operations Manager, Relationship Managers, Provider compliance managers and new entrants team acting as the interface between strategy and operational delivery
11. Support the ECITB executive team in the development and delivery of the ECITB Strategy and business plan
12. Provide analysis and advice to the Executive on strategic initiatives as they relate to your region.
13. Advise the Executive and the Board on strategic risks and opportunities for ECITB as they relate to your portfolio
14. Deputise for the Director of Regional Operations in meetings as required
15. Support the Regional Operations Manager in managing and executing the regional budget in a fair and equitable manner
16. Monitor regional targets and performance metrics

Role Parameters:

- The role is home-based
- Regular travel/overnight stays to meet with stakeholders and attend internal meetings will be required

- Line management responsibility of the Regional Operations Manager

Person Specification

Experience & Qualifications

1. Minimum of 5 years' experience of working effectively in a relationship management / strategic role.
2. First rate stakeholder engagement, influencing and communication skills.
3. Demonstrable leadership qualities, with the presence and experience to credibly represent the ECITB to senior stakeholders.
4. Knowledge or experience of working with or in the energy and process industries is desirable, including awareness of existing and emerging decarbonisation technologies.
5. Good understanding of government policy making at a national, devolved and local level and experience of engaging with decision makers. Prior experience and/or knowledge of skills and/or policy as it relates to the industry is desirable.
6. A sound political antenna, with the ability to assimilate the wider political and policy agenda and apply insights to the benefit of the ECITB/ the industry, including at the local/regional level.
7. Highly motivated, displays initiative and an ability to work with minimal direction, whilst also having a proven ability to work in and across multidisciplinary teams.
8. Ability to prioritise competing demands and identify and pursue value adding relationships within a large portfolio of potential stakeholders.
9. Experience of applying reason to situations and forming sound judgements and decisions.
10. Experience of project managing non-technical projects with demonstrable ability to manage stakeholders.
11. Able to anticipate longer-term changes, threats and opportunities for the ECITB, identifying and evaluating risk effectively.
12. Agile in responding effectively to new challenges and opportunities and able to deliver to tight deadlines.
13. Has or is able to quickly gain an understanding of the engineering construction industry and the training context in which it operates.
14. Experience of procuring services and setting and managing contracts up to £500,000.

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 competencies

1. Strategic Focus

Recognising and understanding strategic needs through effective analysis of the long-term industry requirements and assimilating this with the ECITB strategic objectives to deliver effective strategies and plans. Is able to communicate that strategy to stakeholders to align and influence as required. Shows good judgement when coming to conclusions. Listens to and values senior stakeholders' views and feedback.

2. Relationship Management and Stakeholder & Customer Engagement

Takes a systematic approach to both stakeholder and customer engagement. Establishes wide-ranging and diverse external and internal contact networks to provide rapid access to information important to the ECITB business. Builds and maintains partnerships and appropriate relationships with stakeholder and customer organisations at various levels that facilitate productive engagement with ECITB, and which support ECITB business goals. Recognises and understands the social and political dynamics within stakeholder and customer organisations, and uses this to support ECITB's business objectives and the customer's objectives where applicable.

3. Policy and Political Insight

Understands the current policy and wider political agenda as it applies to the remit of own role. Can place it in context with the industry and the ECITB strategic objectives through effective analysis and make sound judgements based on that analysis. Able to assimilate central policy and understand implementation in the context of own role. Understands policymaking processes in devolved nations, as well as Westminster.