Product Lead (Training & Learning Provision)

Department	Registration Services
Directorate	Finance
Location	Solihull with some client travel as required
Reports to	Product Manager
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Constraints (travel/ base/ working patterns etc.)	Although office based in Solihull, the role will require UK-wide travel from time to time as required for client and stakeholder visits
Salary	Circa £32,000 - £34,000 per annum (dependent on experience)
Date	November 2017

About us

We're an employer-led membership organisation that helps ensure the gas, power, waste management and water industries have the skills they need – now and in the future. Through a range of products and services, we help employers attract new talent, develop their workforces, and assure a high level of competence across their businesses.

Energy & Utility Skills (EUS) has a broad portfolio of products and services including industry passport and skills based schemes as well as providing a robust way for employers to verify their workforce ability. The Energy & Utility Skills Register (EUSR) is a flexible, independent platform, for recording the skills, training, qualifications and authorisations of the workforce. EUSR is established as the chosen platform for holding the competencies of those working within the energy and utilities sector.

About the role

The Product Lead will support the Product Manager in the continuous improvement of the EUS product and services portfolio – taking ownership of an assigned portfolio of products and services. The role will establish and work with industry groups, and other internal colleagues, in the design, development, review, on-going monitoring and maintenance and refresh of EUS products and services. An important aspect of this role is to ensure that milestones and deadlines are met through pro-active project management of developments, including those of third party Associates, for whom they will also act as a single point of contact. This role also includes all administrative tasks and duties associated with product and service development including associated materials.

About you

You will have experience in product development, ideally within an awarding organisation or training provider, developing regulated and/or non-regulated training or qualifications and be experienced at developing and managing complex projects. As this role is client facing, you will be able to demonstrate a high standard of interpersonal and communication skills with a track record of working with a range of clients and stakeholders.

Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme, childcare vouchers and a Wellbeing Passport.

Key responsibilities

Key responsibilities will include:

- Support the Product Manager in design, development, review, on-going monitoring and maintenance and refresh of EUS products and services to ensure they remain valid and relevant
- Responsible for an assigned portfolio of EUS products and services throughout their whole product lifecycle ensuring review cycles are adhered to
- Development of associated materials, examples including Scheme Rules, Technical Specifications, Delivery Support Materials and Assessments for assigned portfolio including current and new technology to support delivery, learning and assessment, eg CBL
- Liaison with internal colleagues to ensure compliance with quality assurance requirements, efficient operational delivery and continued customer satisfaction
- Leading and facilitating on associated internal and external groups, drawing out product and service improvements/redesign that keep us at the leading edge of employer choice
- Recruitment and on-going management of third party Associates to assist in product, service, materials and assessment development
- Effective engagement & management of external stakeholders to ensure external scheme affiliations are developed and maintained in assigned portfolio, for example eg Construction Skills Certification Scheme (CSCS), Water Industry Registration Scheme (WIRS) and awarding organisations
- Managing the handover of new schemes to operational delivery
- Ensure all documentation is stored in the EUSR documentation system (currently Docuware), by maintaining the consistency of information stored and identifying any key changes through effective configuration management and version control for assigned portfolio
- Working with the Marketing and Communications team to ensure launch plans and on-going communication – internal and external – is included within any development project plan

Job Holder Specification

Specification	Essential	Desirable
Education/Pre requisite knowledge		
Knowledge of the Energy & Utility sector		✓
Understanding of development and /or delivery of qualifications and/or training programmes	✓	
Work Experience		
Understanding of qualification and training design and/or principles of assessment design	✓	
Managing a product portfolio across the full product life cycle to ensure they remain valid and relevant	✓	
Working with internal and external stakeholders and clients in the development of products/services ensuring solutions meet client needs; able to interpret business issues and recommend best practice solutions	✓	
Working with internal and external stakeholders and suppliers in developing qualifications or training or assessment	✓	
Working with computer based learning and assessment		✓
Skills		
Enthusiastic and credible, a passion for product quality and innovation is essential.	✓	
High standard of interpersonal skills with the ability to build good working relationships with internal teams across the product development lifecycle and with external clients, stakeholders and Associates	✓	
Effective management and monitoring of project schedules to ensure timescales are kept and results delivered to standard and budget	✓	
Able to review and articulate lessons learnt		✓
Analytical and reporting skills, with a strong understanding of quality assurance process and KPI reporting	✓	
Superb attention to detail	✓	