

# Product Manager

## Energy & Utility Skills Register (EUSR)

Department	EUSR
Directorate	Operations
Location	Solihull with some client travel as required
Reports to	Head of Registration Services
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 visits
Salary	Ca £40k
Date	December 2016

### 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.

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. EUSR consists of a number of quality assured products and services including industry passport and skills based schemes as well as providing a robust way for employers to verify their workforce ability.

### About the role

With full product lifecycle and roadmap ownership, the Product Manager will be responsible for the continuous improvement of the EUSR product and services portfolio. As the go to person for EUSR schemes, key responsibilities for the role include working with industry groups in the design, development and refresh of schemes, pricing strategies and go to market approach. Working with the Head of Registrations Services, the Product Manager will also ensure service delivery and client satisfaction and that quality assurance is embedded across the product and services portfolio.

### About you

You will have significant experience in product management roles within a B2B environment. With a passion for product management and development, you will be able to demonstrate experience of managing a product portfolio across the full product life cycle. You will be client

facing and 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:

#### Management & Continuous Development of EUSR Products and Services

- Full product lifecycle ownership including managing, maintaining and improving the range of EUSR products and services, long and mid-term planning and development including how technology is best optimised to deliver an exceptional customer experience.
- Leading and facilitating internal and external groups, drawing out scheme improvements/redesign that keep us at the leading edge of employer scheme choice.
- Forming and maintaining strong relationships with sector leads, key working and steering groups and other stakeholder groups to identify requirements and desired outcomes from EUSR products and services across the full product life cycle.
- Producing innovative solutions, to support both new and existing products, identified and implemented as appropriate, ensuring sound financial modelling is completed for new product offerings to clients.
- Effective engagement & management of external stakeholders to ensure external scheme affiliations are developed and maintained (e.g. Construction Skills Certification Scheme (CSCS)) Water Industry Registration Scheme (WIRS))
- Ensuring industry representation in the development of new and existing EUSR solutions

#### Product and Scheme Material Production & Maintenance

- Ensuring scheme review cycles are adhered to, leading and supporting scheme review meetings as appropriate
- Managing the development and review of all scheme material, including learning content as appropriate, across the EUSR skills platform
- Writing, designing and building a range of materials that support EUSR schemes, in accordance with quality processes, ensuring solutions are appropriate and meet client and sector needs.
- Communicating changes to relevant stakeholders and the wider Energy & Utility Skills business.
- Direct line management of one individual in scheme development.

### **Management of Registration scheme development**

- Acting as a conduit between industry representatives from Energy & Utility Skills, the National Skills Academy and the delivery of EUSR Registration Schemes.
- Managing the handover of new schemes to operational delivery through established quality assurance processes.
- Supporting and guiding operations to ensure new schemes are delivered in line with agreed scheme specifications.
- Ensuring a sustainable approach to quality control is put in place and maintained.
- Ensuring registration schemes and other EUSR Products and Services are regularly reviewed to meet best practice standards and the industry requirements.
- Continuously improving the scheme offers by incorporating new functionality, and technology developments including computer based learning.

### **Marketing & Communications**

- Working with the Marketing and Communications team, promote the EUSR brand, ensuring a marketing plan is in place for the different schemes across their life cycle including product launches and refreshes to optimise market potential.
- Ensuring effective monitoring and reporting on EUSR marketing activities, to enable continuous review and improvement.

## Job Holder Specification

Specification	Essential	Desirable
<b>Education/Pre requisite knowledge</b>		
Knowledge of the Energy & Utility sector		✓
Understanding of training, skills and competence systems		✓
<b>Work Experience</b>		
Significant experience in B2B product management roles preferably within skills/training, competence or registrations.	✓	
Demonstrable experience of managing a product portfolio across the full product life cycle.	✓	
Experience of new and existing product/scheme development in line with quality assurance processes.	✓	
Exceptional customer and client focus with experience of working with and understanding client needs in the development of products/services ensuring solutions; able to interpret business issues and recommend best practice solutions	✓	
Proven experience of delivering continuous product review and improvement , ideally leveraging technology as part of this	✓	
Proven track record of working with key stakeholders and suppliers in delivering effective product management	✓	
Background in business or systems analysis		✓
<b>Skills</b>		
Enthusiastic and credible, a passion for product and product development 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	✓	
Strong communication & facilitation skills	✓	
High level of organisation skills with the ability to meet tight deadlines and work with multiple products at any one time	✓	
Strongly decisive with the ability to manage complex decisions	✓	
Commercially focused with the ability to listen, understand and interpret client requirements, and ensure products/services meet these expectations	✓	
Project management skills with the ability to involve others/delegate tasks		✓
Analytical and reporting skills, with a strong understanding of quality assurance process and KPI reporting	✓	