

Job Profile

Product Lead

Department	Energy & Utility Skills Register (EUSR)
Location	Solihull
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	£40,000 per annum
Date	May 2024

About us

Everyday over 67 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance, and skills solutions to help employers attract, develop, and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

In EUSR, our Product Management team develop and maintain a wide portfolio of sector standards, schemes and programmes across the whole lifecycle, working with employers and key stakeholders to ensure they are valid and relevant.

All of our schemes result in a registration on EUSR, the sector register of training and skills, and also sometimes qualifications and authorisations.

About the role

Working across the product lifecycle, the Product Lead supports the Product Manager in the continuous improvement of our schemes and programmes, including National Water Hygiene, SHEA, Smart Metering, PLUS, Utility Evacuations, SCO, Basic Tower and Rescue.

This is an exciting opportunity to manage a portfolio of products from design and development through to the ongoing monitoring and review to meet the needs of a sector that will play a key role in the delivery of the UK's net zero targets.

Although our schemes and programmes are not regulated, we benchmark all of our processes and systems with Ofqual's Conditions of Recognition and work very closely with employers and key stakeholders in our sector to ensure the content, and assessments, are valid and relevant. In this role, you will be required to establish and work effectively with a range of external stakeholders including, employers, training providers, industry groups as well as ensuing organisation-wide collaboration with internal colleagues.

An important aspect of this role is to ensure all product milestones and deadlines are met through pro-active project management of developments, including the recruitment and on-going management of third-party Associates involved the development process .

Working as part of a small team, this role also involves a variety of administrative tasks and duties associated with product and service development including setting up and maintaining schemes, associated assessments and endorsed training programmes on our systems (online administration system – Quartz; online assessment system – XAMS; virtual card system – Gencarda)..

About you

You will have experience in product management within an awarding or similar professional body, developing regulated and/or non-regulated training or qualifications and managing a product portfolio across a full product lifecycle.

You will be used to working with a range of internal and external stakeholders in the development of standards, training programmes and assessments. As well as an understanding of qualification development and assessment principles, you will be able to write specifications, documents or materials in plain English.

You can demonstrate a high standard of interpersonal and communication skills and are able to relate well to people at all levels. You will be structured in your approach to work and used to managing complex projects with a range of deadlines, milestones, 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 and a Wellbeing Passport.

Key Responsibilities:

The key responsibilities of the Product Lead include:

- Design, develop and review of a portfolio of schemes, following our product development process and scheme review cycle.
- Ongoing monitoring, maintenance and refresh of schemes and programmes to ensure they remain valid and relevant.
- Develop and review learning materials including scheme rules, technical specifications, support materials and assessments for assigned portfolio.
- Form and maintain strong relationships with key stakeholders including employers, training providers and industry groups to ensure our schemes and programmes are valid and relevant.
- Co-ordinate and lead scheme review meetings as required including development and review of specifications, scheme materials and assessments.
- Effective management of external stakeholders to ensure external scheme affiliations are developed and maintained in assigned portfolio including, Construction Skills Certification Scheme (CSCS), Water Industry Registration Scheme (WIRS) and awarding organisations.
- Recruit and on-going manage third-party Associates to assist in product, service, materials and assessment development.
- Manage the effective handover of new schemes and changes to existing schemes to operational delivery, working collaboratively with other teams, on all aspects of the product development lifecycle.
- Manage scheme set-ups and amendments within our online systems, including Quartz, XAMS, Gencarda.
- Liaise with the Quality Assurance Team on the setting up of Endorsed Training Programmes on Quartz.
- Liaise with Marketing on communications, newsletters, and campaigns to ensure customers are kept up to date of all changes or improvements made to the product and services portfolio.
- Recommend and implement new and innovative training delivery approaches, including new technologies, to improve new and existing schemes and programmes.

Additional responsibilities

- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Job Holder Specification

Specification	Essential	Desirable
Education/pre-requisite knowledge		
Knowledge of the energy and utilities sector.		✓
Understanding of qualification development and assessment principles, training, skills and competence systems.	✓	
Work Experience		
Managing a product portfolio across the full product lifecycle to ensure they remain valid and relevant.	✓	
Experience of product management in an awarding, or similar professional body.	✓	
Working with internal and external stakeholders and customers in the development of product/services that meet customer needs; able to interpret issues and recommend best practice solutions.	✓	
Experience of qualification and assessment design including the development of learning and assessment materials	✓	
Working with computer-based learning and assessment	✓	
Competencies and Skills	Essential	Desirable
Presenting and Communication Information Excellent verbal communication skills and ability to write in a well-structured and logical way to meet the needs and understanding of the intended audience	✓	
Relating and Networking High level of interpersonal skills; establishes good relationships with colleagues and stakeholders; builds effective networks of contacts inside and outside the organisation; relates well to people at all levels.	✓	
Planning and Organising Plans activities and projects in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks and monitors performance against deadlines and milestones.	✓	

Competencies and Skills (cont.)	Essential	Desirable
Deciding and Initiating Action Makes prompt, clear decisions which may involve tough choices or considered risks; takes responsibility for actions, projects and people; takes initiative, acts with confidence and works under own direction.	✓	
Project management skills with the ability to involve others and delegate tasks.		✓

Our Values

Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.