



Role Profile

Job title:	Head of Apprenticeships and Careers Products	Reports to:	Director of Product Management
Grade:	A	Last evaluated:	
Directorate:	Operations	LT area:	Product Management
Location:	Peterborough	Budget responsibility (optional):	Yes

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to develop an organisation which reflects Britain's diverse population and our main objective is to create a culture that enables our customers to strive towards an organisational community that is reflective of today's society.

Role purpose:

To lead the delivery of a portfolio of products in the careers area, including operational delivery of England Apprenticeships, quality and contract compliance in all three nations. Ensuring these activities are aligned with organisational strategy and achieve the desired benefits to the construction industry.

Key responsibilities and accountabilities:

1. To lead the teams that are responsible for operational delivery, quality and contract compliance and product development of the products in the portfolio
2. To develop and be accountable for product strategies that align with organisational strategy
3. To ensure the effective operational delivery of the products; through direct reports, other CITB teams and external stakeholders/suppliers
4. To ensure contract compliance of apprenticeship delivery in the three GB nations
5. Accountability for quality of delivery against three nations inspection frameworks
6. Accountability for safeguarding of all contracted apprentices and oversight for any non-contracted engagement
7. To ensure appropriate product development is undertaken, and is aligned with the product strategy
8. To ensure products deliver the required impact for industry (benefits)
9. To manage budgets and forecasts
10. To maintain key internal relationships and external relationships with key stakeholders (working closely with engagement team colleagues)
11. To contribute to organisational planning (operational and strategic) to ensure CITB have a coherent set of activities in the area of Apprenticeship and Careers delivering against defined industry needs



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People Leadership / Team Leadership – where the role has direct or matrix reports.

1. **Achieving Performance**
Effectively manage the performance of individuals and the team to ensure there is a clear line of sight between individual goals and objectives and the overall objectives of the team and wider organisation. Enable performance engagement and recognition through regular performance feedback and coaching where required.
2. **Developing Capability**
Promote the importance of individual and team development and actively encourage the use of development tools, processes and conversations for personal and professional development. Take ownership of team succession and have development plans in place to mitigate areas of future risk.
3. **Creating Stability**
Communicating and upholding key principals and standards to ensure the team functions effectively and performs at its best. Effectively utilising, where appropriate, CITB policies and processes relating to key topics such as performance, behaviours, attendance and disputes to achieve a fair and consistent approach.
4. **Role Modelling**
Lead by example and represent the CITB values and behaviours in your communications and interaction with others to promote a positive culture that is based on fairness, inclusion and respect. Actively seek feedback and use this to enhance your performance and develop your leadership style.

Key contacts and relationships:

Internal:

Working with colleagues at a similar level within the following teams

- Strategy team to ensure product strategies are aligned with organisational strategy, and contribute to strategic thinking in the training and development area
- Contracts and Commissioning team to ensure key external partners are supporting products effectively
- Finance team to ensure financial planning and performance management are effectively undertaken
- Business Planning and Performance Management team to ensure activity is aligned with agreed business plans and that performance (including impact) is effectively managed
- Customer Engagement team to ensure a two-way flow of information, allowing external facing colleagues to be well briefed on key products and services, including the contracted Apprenticeship services in Scotland and Wales and the reformed Apprenticeship offer in England (and able to support wider communications aims) and external feedback on products is captured and used
- Communications team to ensure effective communications and marketing to support product strategies and CITB overall communications aims

External:

- Key industry stakeholders (with support from engagement team) to ensure continued support for, and input into, the product portfolio (this includes significant customers)
- Key suppliers (with support from contracts and commissioning team) to ensure delivery against product requirements
- Funding bodies in all three nations



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- Inspection bodies in all three nations
- AoC, BACH and other Key FE stakeholders
- Key Careers Stakeholders

Knowledge and Experience

Essential

- Experience in a senior management role covering strategic and operational responsibilities
- Experience of overseeing apprenticeship delivery (or closely related experience)
- Experience in successfully managing a portfolio of products
- Demonstrable track record of delivering commercial success for a product portfolio
- Extensive knowledge of Product Management discipline
- Experience of managing large budgets (£10m+)

Desirable

- Knowledge of careers products and services
- Knowledge of construction industry
- Knowledge of common inspection frameworks and careers accreditation models
- Experience of delivering significant Product Development projects

Behavioural competencies (in order of importance):

- Drives for Results – Level 4
- Building Capability – Level 4
- Lead by Example – Level 4
- Effective Decision-making – Level 4
- Communicating with impact – Level 4
- Customer Focus – Level 4

Special Conditions/Other Requirements: e.g. enhanced DBS, travel requirements, working arrangements

- Occasional travel and overnight trips may be required