



Role Profile

Job title:	Technical Developer (Products)	Reports to:	Product management
Grade:	D	Last Evaluated:	June 2021
Directorate:	Products & Services	LT Area:	Product Management – Training & Assessment Products
Location:	Peterborough	Budget responsibility (optional):	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to build a workforce that reflects Britain's diverse population and people from under-represented groups are encouraged to apply for vacancies. Our main objective is to create a culture that helps all of our customers strive towards a workforce that is reflective of today's society.

Role purpose:

The Technical Developer is responsible for developing and maintaining products or contents within a specific area of expertise. This expertise may be applied to any product within CITB's portfolio. The role holder will use their expertise to support development of new and existing products, to ensure they meet the requirements of CITB's strategic objectives and the needs of the industry.

Key responsibilities and accountabilities (circa 5-7):

1. Product Development

- Project Management of Training Model new product developments in conjunction with internal and external stakeholders.
- Develop concepts to enhance the existing products.
- Manage API (Application Programming Interface) between CITB and customers systems, utilising technical third-party expertise when appropriate.
- Appraise the current processes and drive efficiencies through the Training Model Product.
- Provide technical support on high level queries and escalated grant issues.

2. Stakeholder Engagement

- Accurate and timely production of reports for management and committees both internal and external as required.
- Attend CITB working parties, committees and relevant external meetings.
- Develop and maintain effective communications and working relationships with the team, CITB and other associated groups and bodies

3. Technical Expertise

- Act as a focal point for their expertise within CITB, this may also include other product areas of the business as required – Please see individual role profiles for details
- API development.
- Process and system improvements.
- Keep abreast of all relevant developments in legislation, technology and practice in the subject matter.
- Make decisions based on your knowledge of subject area supporting new and existing product development.
- Act as a conduit between the project/CITB teams and the Product development teams/SSCL.
- Data analysis.
- Analyse and report on technical/product issues.
- Produce models for new and existing process.
- Hold requirements elicitation workshops and document project requirements effectively.

4. Decision Making and Business Impact

- This role directly impacts the delivery of existing and new CITB products and the achievement of CITB's key strategic objectives and offer to industry:
- Be the main decision maker for the technical product direction in your subject matter in collaboration with Product Owner
- Advise using technical expertise on how products are developed and improved

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

No direct line management responsibility, however there will be requirement to manage and influence both internal and external stakeholders.

Key contacts and relationships:

Internal:

Technical Developers
 Product Developers
 Product Manager
 Communications and Marketing team
 Quality and Standards team
 Strategy Team

External:

Construction employers
 Approved Training Organisations
 Employer forums
 Exam Development Groups



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Role specific information:

HS&E:

Responsibilities;

- You will be responsible for creating and reviewing content from all areas of construction HS&E in the form of publications, course content, supporting materials and examinations
- Provide accurate support and guidance to the wider CITB about any images or other assets, ensuring they represent safe working and comply with legislation
- Be accountable for undertaking a robust review of any external complaints or challenges relating to the HS&E related technical material for any CITB product. Creating factual evidence-based responses in line with CITB behaviours

Requirements;

- Minimum of NEBOSH General Construction Certificate or NEBOSH Environmental Certificate (or equivalent)
- Strong, current and accurate understanding of construction health, safety and/or environmental (HS&E) legislation, compliance and regulations evidenced through recent employment history
- Evidence of working in a trainer and or educational background
- Desirable - NEBOSH Diploma in Construction Health and Safety or Environmental (or equivalent)

Editorial:

Responsibilities;

- You will be responsible for the editorial sign off of all products produced by the wider team including, but not limited to, publications, course content, supporting materials and examinations
- Ensure content meets style, accessibility and branding guidelines
- Self-motivated and able to manage workloads to deliver multiple tasks to different suppliers as per delivery schedules, whilst also working towards team targets

Requirements;

- Experience in copy-editing and proofreading, to house styles on multiple product types, evidenced in recent employment
- Minimum 2 years' experience working in a publication's environment and rigorous understanding of English language usage
- Confidently use of technology including, but not limited to; Adobe products, MS Office including TEAMS, desktop publishing tools (e.g. InDesign) and bespoke exam content management tools

Courses:

Responsibilities;

- Responsible for the end-to-end design and development of course materials that enhance the learning process within a variety of learning style approaches including supporting a robust assessment strategy
- Produce layouts, prototypes and scripts in the design of relevant course material paying close attention to delivery methods
- Work with internal and external experts to test and quality assure course material produced within the team, seeking continuous feedback and improvement
- Provide technical advice during learning development projects and recommend options for delivering compelling course material that enhances the transfer and retention of skills and knowledge.

Requirements;

- Demonstratable experience of collaborating with industry stakeholders, subject matter experts, product manager, and assessment Technical Developers to identify requirements and establish learning outcomes, define course structure and course material. These must be evidenced from recent employment history
- Excellent knowledge of adult learning theories

eLearning:

Responsibilities;

- You will be responsible for the development and maintenance of the inhouse system, working with other team members and external bodies on accessibility, user experience and quality
- Collaborate on the scoping, planning and delivery of blended learning as appropriate for new and existing products
- Exceptional communication skills with the ability to convey ideas clearly using the most appropriate combination of text and media using subject matter expertise

Requirements;

- Excellent knowledge of adult learning theories and instructional design models evidenced in recent employment
- Knowledge of learning management systems.
- Experience of producing layouts, storyboards, prototypes and scripts in the design of interactive, immersive and relevant course material (e.g. imagery, scenarios, knowledge checks)
- Experience using rapid development tools, (e.g. Articulate 360, Captivate etc) and SCORM packages
- Visual design skills, (e.g. Photoshop, Illustrator, etc.)

Assessment:



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Responsibilities;

- Accurate management all question banks for multiple assessments, making sure at all time we have healthy banks and accurate gap analysis. You will have experience using assessment management systems.
- Develop robust assessment strategies to evaluate the effectiveness of learning content and validate that the learner has attained the desired outcomes of the module
- Proven stakeholder management and ability to work with external suppliers to create assessments in multiple formats
- Provide reporting and analysis on all assessments and recommendations for enhancing existing product whilst also being responsible for formats and creation of new assessment

Requirements;

- Strong, current and accurate understanding of using assessment best practice including blooms taxonomy and the four principles of assessment evidenced in recent employment

Desirable

- PGCA Postgraduate certificate in assessment

Knowledge and Experience



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Essential

- Ability to understand Project Management principles
- Simplifying complex issues to a wide range of Stakeholders and present resolution
- Approachable
- Confident in presenting either virtually or in person
- Understanding or ability to understand CRM systems
- Highly developed written and verbal skills
- Ability to translating technical material into product content
- Education to A level standard (or equivalent)

Desirable

- Educated to degree level (or equivalent)
- SAP CRM
- Knowledge of CITB and its processes
- Knowledge of Microsoft Dynamics

Behavioural competencies:

- Drive for results – Level 2
- Building capability – Level 2
- Customer focus – Level 2
- Innovation, change and agility – Level 2
- Works collaboratively – Level 2

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

- UK travel and occasional overnight stays as required
- Flexible approach to working hours where the business requires
- Willingness to work across different product areas based on business need

Version Control:

Version	Date	Author	Change
1.1 (E)	Nov 2020		Transfer to new template
1.2	May 2021	David Jackson	Updated to add TM key responsibilities