

Role Title	Industry Manager for Construction and Utilities
Reports to	Lead Industry Manger
No. of direct reports	0
Full / Part Time	Full Time
Grade	E3
Location	London
Created/Updated by	Kerry McLennan-McKenzie
Created/Updated on	November 18

*Everything we do contributes to achieving our purpose:
Helping people, organisations and economies develop their skills for growth.
This purpose drives everything we do.*

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Your mission

The aim of Industry & Product Design is to work closely with industry, employers and professional bodies to commission, develop and maintain products and services that enable all departments in City & Guilds to operate in particular market areas. We do this by ensuring that we have in-house knowledge and expertise of all market areas in which City & Guilds operates.

This requires the analysis of market trends, industry influencers, the revenue and costs for each of the industry areas. The priority is engaging with stakeholders to ensure products and services align to their skills needs. We communicate with customers and employers to identify future skills development and employers' needs, skills that will get learners into a job, help them progress on the job, and get them into a new job. Our industry focused products enable City & Guilds to stay ahead of its competitors and add real value to our customers and industry needs.

Your background and deep understanding of the construction and utilities sector, combined with your background in teaching, delivery or developing skills will play an invaluable role in shaping our future offer.

What you'll be doing

As the Industry Manager for Construction and Utilities you will be the source of deep insights into the skills and training needs of this priority sector in the City & Guilds UK and international markets. By

establishing deep and sustainable relationships with employers, their trade and professional associations and key industry stakeholders, they will identify and commission qualification packages and services that are demonstrably superior to existing products in the marketplace.

How success will be measured

- By your effective maintenance of the portfolio of qualifications ensuring they meet the regulatory requirements and show a return on investment
- Through your analysis of income and predictions of market changes, skills needs, industry challenges and growth as well as your competitor awareness
- By your demonstration of what other products and services the industry and our customers will need other than qualifications to help develop their learners
- Through your connections with industry stakeholders and management of partnerships.

What we're looking for

We can't live without...

- A background in the construction industry with a clear knowledge, insight and understanding of this industry.
- The ability to create, communicate and maintain a strategy for the industry that demonstrates understanding of the industry/employers/professional/trade bodies and the market
- The analytical skills to review and process data to make effective use of business intelligence analytical tools.
- A full understanding and insight of customer's needs.
- Understanding of policy and regulatory requirements for the industry and qualifications.
- Able to talk with authority and well as taking feedback and listening to all perspectives.
- A coherent and clear approach to communications, to support the writing of comprehensive business cases to proposals and presentations.
- Presentations skills to a variety of audiences and methods.
- The ability to work very closely with Technical Advisors.
- Matrix working skills.

We would love you to have...

- Understanding of funding requirements and changes.
- Understanding of the impact of the changing educational environment.
- Experience in delivery, teaching or developing others.

The way we prefer to work

Confident (Leadership)

- Motivated to get things done and make them better
- Pro-active in taking on what needs to be done and using their initiative
- Acts on self-belief
- Passionate in the way they appear to clients, suppliers and colleagues
- Confident in themselves and the organisation
- ... and not annoyingly pushy in how they work with colleagues

Curious (Imagination)

- A creative problem solver who brings new ideas
- Finds new ways of overcoming obstacles
- An open mind that feeds their curiosity
- Keen to learn
- Challenges the current way of doing things
- ... and not afraid to do it the same way as last time if that is what is needed

Collaborative (Integrity)

- A team player who enjoys being part of the team, supporting and leading as needed
- Shares knowledge and expertise
- A relationship builder
- Acknowledges everyone's contribution
- ... and is able to work alone when required

Compassionate (Integrity)

- Thoughtful, compassionate and understanding in their dealings with people
- Self-aware and aware of their impact on others - emotional intelligence
- Enjoys a sense of humour and knows when to use it
- ... and not afraid to say "no" and explain why

Resilient (Leadership)

- Works well with change and ambiguity
- Confident in the face of push back from others
- Overcomes challenges
- Doesn't lose sight of delivering even when under pressure
- ... and is supported fully

Trusted (Integrity)

- Goes the extra mile for internal colleagues and external customers
- Connects to our purpose
- Delivers great work
- Takes ownership, accountability and action
- Works in an ethical way
- Is authentic
- ...and this is the way we work here!

Your career with the City & Guilds Group

The knowledge and skills you will develop as part of this role will support progression in to a variety of roles within the group. Its diverse nature and many touch points mean you are exposed to a versatile mix of colleagues at all levels and able to perform to a high standard within in many positions.