

Technical Manager

Job Purpose: Develop and maintain a range of high-quality assessments, qualifications, learning materials and services to meet the skills needs for industries BPEC serves. Work operationally to ensure compliance in the delivery of products and services.

Line manager: Business Area Manager.

Work Location: Either office based or Home/field based (UK) with occasional attendance at BPEC Head Office, 1-2 Mallard Way, Pride Park, Derby DE24 8GX.

Job Summary: Lead and support the work of the development and operations team in the design, development, reviewing and delivery of BPEC products and services. Accountable for the management of projects from end to end, including people and resource management. Provide exceptional service to all customers and stakeholders.

Roles and Responsibilities

Development

- Lead the development and maintenance of BPEC products and services
- End to end project management – From initiation to delivery and review
- Lead and support the development, maintenance, and implementation of BPEC's systems, policies, procedures, and processes

Operations

- Account management of a portfolio of BPEC's Key Customers
- End to end project management
- Quality assurance of qualifications and assessments – Advice, processes, people, and facilities
- Produce and maintain accurate records and reports in a timely manner
- Lead and support BPEC's standardisation activity
- Investigate/report on appeals and complaints and allegations of malpractice/maladministration

Communication

- Represent BPEC at stakeholder meetings and events
- Develop effective relationships with customers and stakeholders
- Provide reports to line manager as and when required
- Act as a brand ambassador for the BPEC group on social media
- Contribute to BPEC internal and external written and digital communications

Business Development

- Forge strong working relationships with new and existing customers and stakeholders
- Proactively explore and identify business opportunities, create business cases to present to SLT
- Participate and present at BPEC promotional activities

Other Duties

- Contribute to the development and implementation of business and operational plans
- Own areas of the operational plan and whole responsibility for individual plans
- Provide support and expertise to all BPEC colleagues
- Attendance and contribution to all team and staff meetings
- Any other duties as reasonably requested

Person Specification:

Key Requirements:	Essential/ Desirable
Qualifications:	
Level 3 technical BSE sector competence qualification (minimum)	E
A1 Assessors qualification or equivalent	E
V1/V2 Internal/external quality assurance qualification or equivalent	D
Renewable qualifications/competencies	D
Experience:	
Evidence of forging strong working relationships with clients or customers	E
Experience of working in the FE and/or private training sector	E
Post qualification experience of a minimum of 5 years working in the plumbing, heating, gas engineering or electrotechnical industry	E
Confident and competent decision maker, with analytical skills to ensure appropriate decisions are taken	E
Experience of leading, and managing projects and people	D
Worked in a regulated assessment/awarding/certification environment	D
Skills/Knowledge:	
Ability to manage own time and workload	E
Ability to communicate well and influence others	E
Excellent verbal and written English skills	E
Understanding of BPEC and industry accreditation schemes	D
Understanding of UK-wide policy and reforms in education and training	D
Familiarity of Surpass (on-line assessments) and/or Portico Quartz systems	D
Qualities:	
Confident and dynamic personality with a strong creative outlook	E
The ability to act with integrity and impartiality	E
Flexible approach and outlook, with an ability to bring fresh ideas to the job	E
Ability to work individually and as a team member	E
Other Requirements:	
An understanding of health and safety in the workplace/home office	E
PC literate across Microsoft Office and Adobe products	E
Hold a full driving licence and be willing to travel on a national basis and to work away from home	E
An entitlement to work in the UK	E