

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Account Manager (STEM and Sustainable Construction)
Post Holder	Vacant
Accountable To	Director of Enterprise and Business Innovation
Responsible For	Tutor/Assessors and Short Course Trainers
Department	Department of Enterprise and Business Innovation

Overall Purpose of Job

To lead on the development and management of Modern Apprenticeships, short courses and Vocational Qualifications in the specified areas of delivery. To develop new business and contribute to the management of associated budgets.

Main Duties and Responsibilities

1. **Contracts negotiation and management:**

- To contribute to the management of a team of full and part time staff to deliver our range of provision within area of responsibility
- To work closely with curriculum staff to manage commercial delivery in sustainable construction, STEM and related subjects
- To develop new provision to meet current market demand
- Financial and performance monitoring to support business planning and forecasting
- To contribute to the management of the budget for designated cost centre, identifying and reporting on variances, and taking corrective action, as necessary
- To ensure that all processes and procedures meet compliance/contractual requirements
- To review and develop processes and procedures to meet the needs of a changing business environment and ensure that the business is able to meet future demands
- To develop and maintain strong networking relationships to market and promote our products and services
- To act as the key point of contact for clients, managing their accounts, answering queries, offering advice and introducing new products,
- To review sales performance in order to achieve targets
- To contribute to management meetings and provide regular progress reports and service updates
- To support the deployment of staff across courses and programmes ensuring sufficient and suitable staff in place
- To represent the college at external marketing and business events to promote available programmes

- To liaise with managers across the college in relation to the development of new products and services
- Identify, develop and implement new business opportunities.
- To plan, develop and implement effective marketing communications in conjunction with marketing team
- To review workplace tools and research new tools to ensure staff are able to meet the future demands of the marketplace including digitalisation of courses
- Maintain current knowledge of relevant legislative frameworks
- Attendance at internal and external meetings as required
- Understand and interpret organisational strategy

2. DEBI Service Development:

- Regularly review and recommend potential service improvements
- Identify and adopt key developments and best practice to ensure continuous improvement of service delivery
- Liaise with colleagues across the College to plan innovative customer-focussed services
- Develop and implement appropriate liaison routes for all client groups.
- Participate in project appraisals, providing draft specifications and cost estimates.
- Ensure the Health and Safety of staff in line with current policies and ensure awareness of Lone Working and Driving Guidance.

3. Development and Improvement of Organisational Efficiency

- Ensure compliance with College policies, procedures and the implementation of decisions of the College.
- Hold line management responsibility including identifying appropriate training and development needs for the team, succession planning and leading on developmental activities as appropriate.
- Represent the College at appropriate external networking events, making recommendations on the outcomes to College management, as appropriate.
- Assess the potential impact of external developments, making recommendations to the Head of the BDU and College Senior Management Team.
- Undertake any other duties appropriate for the efficient and effective management of the College as directed by the Principal or her designated deputy.

4. Quality Assurance

- Liaise with external verifiers and awarding bodies to ensure compliance with quality standards
- To ensure Continuous Professional Development of staff in line with legal, regulatory and local policy
- To monitor quality standards and processes
- To ensure compliance with legislation, professional standards and college values
- Report on quality improvements and achievements

To undertake Personal and Professional Development:

- Adopt flexible working methods to meet the changing needs of the College
- Develop and maintain high quality standards appropriate to the post
- Develop and maintain professional standards and expertise by undertaking relevant professional development

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To demonstrate appropriate Competency and Behaviours:

- Promote and comply with legislation including Health and Safety, Equalities and Inclusion, General Data Protection Regulation, Prevent and Safeguarding
- Conduct yourself at all times in line with our college values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date
(Staff Member)

Signed Date
(Line Manager)

JOB & PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable
Engineering or Construction Qualification at SCQF Level 9 or above or equivalent	Essential
Sound knowledge of the assessment & delivery of SVQs	Desirable
Management Qualification at SCQF level 9 or above	Essential

KNOWLEDGE	Essential or Desirable
Management theories & practices	Essential
Marketing and promotion of products & services	Essential
Microsoft packages and software development	Essential
Understanding of the Scottish Further Education Sector	Essential
Sales process and lead generation	Essential

EXPERIENCE	Essential or Desirable
Proven experience of managing projects.	Essential
Proven relationship building skills with internal and external stakeholders	Essential
Account management and sales	Essential
Proven track record of achieving new business sales	Essential
Proven experience in budget management	Essential
Proven experience of managing people	Essential

INTERPERSONAL SKILLS AND ABILITIES	Essential or Desirable
Ability to develop positive working relationships with individuals at all levels (internal and external) and to promote the College	Essential
Ability to manage multiple projects.	Essential
Presentation skills	Essential
Excellent communication skills – both individual and group.	Essential
Supervisory skills.	Essential
Proven negotiating and influencing skills, with a focus on commercial activity	Essential
Able to lead and be part of a team, contributing to team objectives	Essential

OTHER ABILITIES/QUALITIES	Essential or Desirable
Effective prioritisation and organisational skills	Essential
Able to plan ahead and anticipate support needs	Essential
Capacity to work under pressure	Essential
Ability to work effectively within a team	Essential

E-literate and competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information	Essential
Have a strong sense of purpose and the drive to achieve agreed goals	Essential
Ability to maintain a tidy and organised workspace	Essential
Good ICT skills.	Essential
Effective decision-making skills.	Essential
Good time management and organisational skills.	Essential
Ability to work flexibly and effectively respond to change.	Essential
Personal and professional credibility	Essential
Able to influence	Essential
Open-minded and adaptable	Essential
Resilient and persuasive	Essential
Ability to lead by example	Essential
Clear leadership skills	Essential

ATTITUDES AND BELIEFS	Essential or Desirable
Commitment to continuous professional development	Essential
Commitment to high professional and personal standards of work and conduct	Essential
A personal commitment to keeping your professional knowledge up to date and improving your capabilities. Formally recording your learning to show that you are actively committed to the development of your career	Essential

WORK-RELATED CIRCUMSTANCES	Essential or Desirable
The ability to be flexible and provide support to other team members	Essential
Must be able to travel between multiple College sites and outreach centres	Essential