



Creating a world of better opportunities

Job description

Head of Product: Professional Standards and Excellence

Hybrid - Stevenage

Permanent

Grade 13

Full Time - 35 Hours per Week

Reports to: Director of Portfolio and Product Management

Where the role fits

The role reports into the Portfolio and Product Management team, which has responsibility for:

- Portfolio Strategy – responsible for defining the right mix of products and services to meet member and customer needs, including ownership of the Portfolio and Product Roadmap and end-to-end product lifecycle.
- Business and Market Intelligence – utilising data and external market research to inform strategic business decisions.
- Member and Customer Experience – responsible for intentionally designed member and customer experiences utilising insights to inform approach, and drive process optimisation through the adoption of a continuous improvement mindset.
- Product Management – responsible for developing products and solutions in line with customer needs to maximise penetration in target markets.

Purpose of the role

The Head of Product: Professional Standards and Excellence will be responsible for leading a team of Product Managers to develop and manage the products and services that comprise IET's Professional Standards and Excellence solutions. The role reports into the Director of Portfolio and Product Management and is part of the Portfolio and Product Management (PPM) Senior Leadership Team.

As an integral member of both the PPM Senior Leadership Team and the wider company Senior Leadership Team, the role holder will develop the Professional Standards and Excellence portfolio to support the IET's vision of driving professionalism, standards and ethics across the engineering community by:

- Being responsible for innovation (creativity, development/redevelopment, challenging norms and models across Professional Standards & Excellence products/services, to ensure ongoing relevance and market need for these solutions
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- Seek opportunities to influence and develop internationally recognised professional recognition frameworks.
- Seek opportunities to influence and develop international accreditation frameworks
- Developing solutions that support recognition and reward across all career stages and areas of study (e.g. students, apprentices, engineer professionals) through awards, scholarships and other methods as appropriate.
- Working with other PEIs and the Engineering Council to evolve and reinterpret UKSPEC to fit new and emerging disciplines of engineering and technology, as well as ensuring registrations offered reflect sector needs.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- To work with the Director of Portfolio and Product Management to define and build a global strategy for the IET's Professional Standards and Excellence solutions, including professional registration, accreditation, CPD, Fellowship, Awards, Scholarships and End Point Assessment to position the IET as a leading institution for setting, upholding and consistently raising standards for engineering practice and professionalism.
- To drive innovation through identification, research, gathering and evaluation of ideas for new solutions and enhancements and identify new market opportunities that meet member and customer needs in line with overall IET portfolio strategy.
- To lead and develop a global accreditation portfolio that supports Technical and Higher Education Providers, Apprenticeship Providers and Companies in developing their engineers and technicians including:
 - Tailoring accreditation to international contexts.
 - Ensuring accreditation meets the needs of the IET, Regulators, Society, Governments, the Education system and Employers
 - Exploring and adopting relevant standards to develop new income streams that support engineering excellence globally (e.g. new regulations / regulators such as High-Rise Buildings and Cyber Security Council), working with partners as appropriate.
- To work with the Head of Events, Learning and Community, to explore credentialling opportunities to support the capture of members professional qualifications (including CPD) as part of the wider learning and recognition offering.
- To lead and develop the End Point Assessment portfolio, ensuring a strategy is in place to deliver growth while upholding standards and meeting regulatory requirements.
- To review, develop and enhance the IET's awards, scholarships and prizes programmes working with the Director of Portfolio and Product Management, Head of Portfolio Strategy and Head of Fundraising to define a strategic approach that meets donor and supporter needs while delivering high engagement and impact.
- To support the design and evolution of systems and processes for the Professional Standards and Excellence portfolio, including Career Manager, RPS, ADAMS, End Point Assessment and Open Water, and consider opportunities to evolve a shared services approach to support other PEIs in areas such as accreditation and professional registration.
- To lead and develop the IET's professional registration portfolio, representing the IET on national and international committees, working parties and panels including the IET Registration and Standards Committee and the Engineering Council.
- To ensure that the IET retains its Licence from Engineering Council for awarding Professional Engineering Qualifications, working with PEIs and the Engineering Council to reinterpret UKSPEC for evolving technologies and standards as required, and to seek extension to the IET's licence as new registration categories emerge, working with the Operations team to ensure successful delivery.
- To lead the development of CPD offerings suitable for [licensor] and registrant requirements
- To be accountable for achieving the P&Ls for the Professional Standards and Excellence portfolio working with Engagement & Growth, Governance & External Engagement, and Operations teams to agree budgets and forecasts including revenue, costs and margins.

- To manage the end-to-end product lifecycle for products and solutions within the Professional Standards and Excellence portfolio from creation through to withdrawal.
- To prepare and manage the global business plan for the Professional Standards and Excellence portfolio to maximise the lifetime value from members and customers.
- To lead and inspire the Professional Standards and Excellence team, providing direction of travel and championing skills development to build a high performing team.
- To work across the IET to foster cross-functional collaboration and facilitate new ways of working in respect of product management.
- To be responsible for compliance with product-related legal/regulatory requirements and risk management.
- To work with Proposition Managers and Engagement & Growth to drive engagement, revenue and impact across the portfolio, feeding into fundraising, sales and marketing activities.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Shape the IET's future:** You'll play a key role in developing and implementing strategic plans that define the direction of the IET and contribute to long-term success.
- **Lead and inspire teams:** You'll provide strong leadership that motivates and inspires your team to achieve their best, fostering a culture of purposeful collaboration and open communication.
- **Maximise team strengths:** You'll enhance productivity and engagement by maximising your team's understanding and use of their strengths, ensuring that each team member can contribute their best work.
- **Manage performance and development:** You'll be responsible for setting clear objectives, monitoring performance, and providing feedback and development opportunities for your team members.
- **Build strong relationships:** You'll develop and maintain strong relationships with internal and external stakeholders, effectively representing the IET and its vision.
- **Make informed decisions:** You'll exercise sound judgement and make informed decisions, considering all relevant factors and potential risks to ensure optimal outcomes for the IET.

Skills and experience required

- Knowledge and experience of the Technical, Higher Education and Apprenticeship regulatory environment with proven ability to support and influence stakeholders across this landscape.
- Experience of effective Quality Assurance mechanisms.
- Good knowledge of Engineering Council (and other relevant bodies) requirements and standards for Professional Engineering and other relevant qualifications.
- Knowledge of effective Quality Assurance mechanisms
- Excellent communication and advanced negotiation and supplier management skills
- Good financial awareness to enable production of realistic budgets and management of all costs and suppliers
- Ability to work under pressure in a complex, multi-faceted environment, using initiative and decision-making skills to deliver results in line with agreed objectives

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Proven leadership experience:** A demonstrably successful track record in a managerial or leadership role is essential.
- **Exceptional communication and interpersonal skills:** You'll possess excellent written and verbal communication skills, with the ability to present information clearly and confidently. You'll build rapport and trust with team members through effective communication and active listening.
- **Strong organisational and time management:** You'll demonstrate excellent organisational skills with the ability to prioritise effectively and manage your workload to meet deadlines consistently.
- **Technical or administrative expertise:** You'll possess in-depth knowledge of the relevant technical or administrative area, coupled with a commitment to lifelong learning and development to stay current with industry trends and best practices.

- **Motivational and inspirational leadership:** You'll be able to inspire and empower your team to achieve their full potential through facilitating learning and fostering a culture of innovation, collaboration, and excellence.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Inclusive and positive work environment:** You'll be passionate about creating a positive and inclusive work environment where diversity is celebrated, and each individual feels empowered to contribute and thrive.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Sara Killingworth</i>	<i>SK, Director of Portfolio and Product Management</i>	<i>00/2024</i>
<i>Vikki Draper</i>	<i>VD, Strategic People Partner</i>	<i>09/2024</i>

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.