

## **BUSINESS DELIVERY MANAGER (WALES)**

### **NATIONAL SKILLS ACADEMY FOR FOOD & DRINK**

The National Skills Academy for Food & Drink is the industry's skills organisation. It exists to support businesses to improve the skills of their people, providers to build capability and deliver sustainable, industry relevant training programmes and potential future employees to consider the sector as an active career choice. We are a not for profit organisation operating in a commercial environment with a mixed income model. There is an open and supportive culture encouraging all to achieve their full potential. It is a dynamic, fast moving organisation where individuals have substantial autonomy and responsibility but operate in a supportive team environment.

### **The Role**

Working closely with the Strategic Development Manager Wales (SDMW) to drive meaningful employer engagement activity to ensure good levels of industry engagement in project activities. Build strong stakeholder relationships with Providers, Welsh Government, and Trade Associations to build the profile and reputation of the project activity, and the NSAFD. Ensuring existing Welsh project deliverables are achieved, and actively seek opportunities for further funding and report these back to SDMW.

### **Key Responsibilities**

#### **Employer relationships**

- Work closely with the SDMW to ensure and maintain regular contact with individual employers and groups of employers (primarily based in North Wales) to promote the activities of Improve and the NSAFD and feed in to various consultations relating to Improve/NSAFD activity as required. This includes (but is not limited to) engagement of businesses onto:
  - Industry Skills Partnership groups, and curriculum sub-groups
  - Tasty Careers Ambassador training and Tasty Tours
  - Pledge
  - WJEC Challenge
  - Careers fairs / skills shows
  - Conferences
  - Royal Welsh Shows
  - Consultations
  - SHEP programme
- Attend exhibitions and shows where required to support the Tasty Careers stand, and engage with students, teachers, and the industry to promote project activity.
- Identify and feedback all relevant skills needs of employers in Wales, in order to inform wider Improve/NSAFD activity and reporting
- Achieve the targets set in terms of project participation
- Maintain regular contact with individual employers and groups of employers to follow up on specific opportunities that are developed by Improve and the NSAFD
- Identify opportunities for other services to be delivered or developed informing the SDMW.
- Work with SDMW and the marketing team to develop an engagement strategy to drive an increase in potential customers, and provide a coordinated approach to engagement activity.
- Identify where expert advice is required and discuss with SDMW.

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### Employer training needs and solutions:

- Work with SDMW to diagnose employers skills needs and provide basic information around appropriate training solutions, generating opportunities for delivery
- Clearly identify for employers, employer bodies and other parties the roles and potential of Improve developed standards, QCF units, qualifications etc, in order to ensure their take up and application
- Identify opportunities for provider referrals in Wales.
- Support colleagues in the delivery of skills solutions for the sector as required

### Stakeholder Relationships:

- Work with key and influential providers that deliver training solutions for the food and drink sector, including HE, FE, and Private sector. In particular the three Food Centres (Food Innovation Wales).
- Gain a good understanding of the capability and capacity of each provider to enable efficient and effective signposting, as well as engagement in the development of collaborative skills solutions.
- Develop a good understanding of the available provision within Wales, and the funding mechanisms that can be accessed to support this.
- Maintain a strong profile and representation for the NSAFD within Welsh government and its key agencies relevant to the sector
- Build and maintain links with trade associations and other employer groups, to promote the activities of the NSAFD and to feed in to various consultations relating to Improve/NSAFD activity

### Project Delivery:

- Working with the SDMW to ensure the plan meets all project delivery activity required in Wales, and deliver against this.
- Complete monthly reporting and forecasts for project delivery based on activity carried out.
- Provide data for project output and spend profiles.

### Other responsibilities:

- Act as the focal point for all key activity in North Wales working closely with SDMW.
- Develop and maintain positive relationships with colleagues across the business, which inform and engage them in skills solutions development activities
- Along with colleagues in other teams ensure a coordinated company-wide approach to employer, partner and stakeholder engagement and management
- Encourage a culture of communication, trust, team working, accountability and ownership across the organisation
- Maintain up to date information on Salesforce for all employer/stakeholder interactions
- Support SDMW to identify funding opportunities for national, regional and local projects that deliver the business plans and objectives of the Company and contribute to financial sustainability
- Work with the SDMW on identified opportunities to bid for funding that contributes towards financial targets and helps to build the offer for employers
- Undertake other roles and responsibilities as directed, to ensure that the business and operational priorities of the Company are at all times effectively delivered

### NSAFDFD Core Values

- Open and honest
- Resilient

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- Open to change; flexible and adaptable
- Supportive
- Innovative
- Excellence

### Job Role Core Competencies

- Organised and planned
- Externally oriented and aware
- Strong relationship builder
- Commercially and results orientated, with high levels of drive and focus
- Pro-active self-starter
- Team player, willing to adapt to meet changing needs and circumstances
- Innovative

### Essential Skills and Knowledge

#### Required:

- An understanding of employer needs and the role of learning and skills in improving business productivity
- Experience of implementing training programmes within organisations, gaining buy-in and delivering results
- Knowledge of current developments and future trends in learning solutions
- Ability to organise workload efficiently and manage multiple projects effectively
- Ability to journey plan and diary manage effectively
- Takes responsibility for their performance and the performance of their tasks. Seeks to overcome problems proactively and doesn't hide behind them
- Strong evidence of delivering a client/customer focused service in a pressurised and changing environment
- Results orientated, with high levels of drive and focus
- Proven track record of delivering and achieving targets in a pressurised and changing environment
- Creative and flexible approach to problem solving
- Proven representational, persuasion, influencing and sales skills which deliver measurable results
- Proven ability to develop and maintain business partnerships and working relationships at all levels across organisational boundaries
- Effective negotiation, presentation and communication skills (written and verbal), including the delivery of potentially complex information in a user-friendly format
- Team player, willing to adapt to meet changing needs and circumstances
- IT literate, including effective use of Microsoft Word, Excel and PowerPoint and familiarity with use of databases

#### Desirable:

- Experience of delivering training plans to meet business strategies
- Ability to converse written and orally in Welsh
- Knowledge and understanding of the key policy, economic, technical and customer drivers and challenges facing the Food & Drink sector and its relationship with other sectors
- Understanding of UK vocational qualifications system, funding arrangements and learning developments