



# Job Description

## 1. Job Specifics

Job Title:	Service Management (ITIL) Trainer
Reports to:	Training Delivery Manager
Location:	Edinburgh/Scotland
Division:	QA Learning
Department:	DESM

## 2. About the role

Role Purpose	To generate revenue and maintain a standard of excellence through the delivery of training and courseware development for all appropriate areas of QA's Service Management portfolio.
Duties & Key Responsibilities	<ul style="list-style-type: none"><li>• To generate revenue by undertaking training delivery, learning consultancy and other chargeable work activities as appropriate</li><li>• To achieve the required quality targets as set by the Company and determined by delegate evaluations</li><li>• To maintain a portfolio of high quality courses by taking responsibility for agreed courses (where required)</li><li>• To maintain an up-to-date and flexible skills base through personal development and accreditation activities</li><li>• To complete professional certifications as appropriate</li><li>• To support internal departments with specialist advice and support on an ad hoc basis as required</li></ul>
KPIs & SLAs	<ul style="list-style-type: none"><li>• Revenue Earning Utilisation (REU) - target 85%</li><li>• Trainer Quality Index score monitored through course evaluations - <u>expectation</u> to achieve 70%</li></ul>

Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> <li>• Build and maintain good working relationships within the Service Management team including regular sharing of information with colleagues</li> <li>• Training Delivery Manager</li> <li>• Operations</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Customers and delegates</li> <li>• Partners and accreditation bodies (as required)</li> </ul>

<h3>3. About You</h3>	
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to adapt to changing circumstances and cope with stressful situations</li> <li>• Willingness to work in different locations throughout the UK and from time to time assignments worldwide</li> <li>• Ability to work independently and within timescales dictated by the training schedule</li> <li>• Highly effective presentation and communication skills</li> <li>• Excellent customer facing skills, with an ability to share expertise and experience with others</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Demonstrable expertise in the application of ITSM best practice in variety of industry sectors</li> <li>• Demonstrable success in delivering accredited training and learning programmes</li> <li>• Ideally have experience in delivering training via different modes, including virtual platforms</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Broad and in-depth knowledge of IT Service Management best practice including but not limited to, ITIL, ISO/IEC20000, SDI, COBIT</li> <li>• Holds ITIL Expert qualification</li> <li>• Ideally have a working knowledge of other methods, best practices, frameworks and standards, including Agile, Lean, DevOps</li> </ul>
Personal Attributes & Other Requirements	<ul style="list-style-type: none"> <li>• Customer orientated approach to work</li> <li>• Excellent working knowledge of IT and/or business environment</li> <li>• Ability to deliver against set targets</li> <li>• Ability to work independently and within timescales agreed</li> </ul>

- Capable of handling complex issues
- Patience and tolerance
- Ability to work in fast changing environments with a degree of ambiguity
- Ability to adapt to changing circumstances and maintain a high level of responsiveness to internal and external stakeholders
- A high degree of organisation
- Creative thinking and ability to understand and build on a variety of perspectives, and to generate innovative approaches

## 4. About QA

### About Us

QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA Apprenticeships, QA Consulting and QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.

At QA, we are proud to help people and businesses transform their performance through learning; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.

### The Division You'll Be Working In

**QAL:**  
 QA Learning provides the most complete range of training courses and learning services available in the UK. Our training courses span six main areas; Technical IT, Business Applications, Business Systems Analysis & Design, Programme & Project Management, Service Management, Leadership & Management and Business Skills.

In addition to our public schedule of over 1,500 classroom-based courses, QA Learning also offers world-class delivery through virtual, mobile and eLearning. We are listed as the no.1 IT training company by The Learning & Performance Institute (LPI), with 350+ fully employed learning professionals and subject matter experts and 24 centres with 230 classrooms across UK.

<p>QA Values</p>	<ul style="list-style-type: none"> <li>• Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience.</li> <li>• Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment.</li> <li>• Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.</li> </ul>
<p>Benefits Offered With This Role</p> <p>[the following list to be amended to reflect the specific benefits offered for this role]</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions of 3% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>• Season ticket loan</li> <li>• Discounted gym membership</li> <li>• Cycle to work scheme</li> </ul>

