



Job Description

1. Job Title

Job Title: **Learning Solutions Consultant**

Responsible to: **Director**

Location: **Cheltenham**

Department: **QA Learning**

Last Updated: **19/01/2018**

2. Job Purpose

You will be part of a successful, highly driven and professional organisation that enjoys an extensive and successful client relationship with all sectors in the UK.

Working for the Director of HMG & Defence your role will be to cultivate existing and develop new relationships at all levels within a key government client. By building on the existing relationships and extending our offer & services to wider parts of the organisation you will identify and maximize opportunities for growth and expansion of our service as well as impact positively on our clients strategic and operational needs. You will work closely with key stakeholders to identify and capture requirements as well as design, propose & develop innovative and creative learning solutions. The solutions will be both IT and non IT related and vary in scope and scale from short term training courses to large scale lengthy programmes involving multiple interventions and topics.

3. Key Responsibilities and Duties

- Management and development of existing relationships
- Identify, scope, develop and deliver business opportunities and growth
- Using known Learning & Development methodologies capture learning requirements and define learning outcomes
- Working with key stakeholders from conceptual design you will construct, propose and develop robust, creative, innovative and impactful learning solutions
- Develop learning assessment methods to ensure success of programmes can be evaluated and measured
- Identify areas where QA can add value within the offer and services to our client
- Write strategic plans and white papers to support the client in their strategy towards talent management and learning & development
- Provide support to colleagues on appropriateness of learning solutions offered



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- Liaise with the service delivery team and the wider QA business to ensure highest quality of service and learning solutions are provided
- Provide support to the Director of HMG & Defence

4. Key Performance Indicators - KPI's

- Revenue performance against target
- Proactive new business wins
- Pipeline development and forecast accuracy
- Customer relationship development and customer satisfaction
- Account Management
- Accuracy of work
- Professionalism

5. Skills, Competencies and Qualifications

- Demonstrable track record of successful account development
- Proven experience of selling/consulting in a service based contract environment
- Ability to demonstrate delivery of effective consultative sales methods
- Direct experience of large scale learning services
- Must show capability to engage at all levels and demonstrate strong interpersonal and relationship management skills
- Knowledge and understanding of learning and development design methodologies
- Knowledge and understanding of learning assessment and evaluation models
- Capable of designing and developing large scale complex learning programmes
- Effective commercial acumen and ability to make commercial decisions
- Knowledge and understanding of 'Cyber Security' and the 'Cyber Security' landscape to a foundation/fundamental level
- Credible understanding of wider technology landscape and technology environments
- Exemplary writing, presentation and communication skills with ability to structure large proposals and bids
- Ability to work independently with creativity
- Self-motivated, self-starter, entrepreneurial approach to business
- Existing DV or SC clearance would be distinct advantage.



6. Key QA Values

Listed below are the key values and attributes expected of all QA employees

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.

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.

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.

7. Agreement

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Line Manager's Signature:

Date: