



Job Description

1. Job Specifics

Job Title:	Microsoft Windows 10 Trainer
Reports to:	Learning Delivery Manager
Location:	London
Division:	QAL
Department:	DETE - Delivery

2. About the role

Role Purpose	To generate revenue and maintain QA's standard of excellence through the delivery of learning, bespoke programmes and content development for all appropriate areas of QA's course portfolio relating to Windows 10.
Duties & Key Responsibilities	<ul style="list-style-type: none">• To generate revenue by delivering both public scheduled and bespoke courses/programmes in the Windows 10 curriculum• To achieve the required quality targets as set by the Company and determined by delegate evaluations• To maintain an up-to-date skills base through personal development and accreditation activities• To support Sales and other internal departments with specialist advice and support on an ad-hoc basis• Building excellent relationships with customers through positive, professional engagements in and outside of the learning environment• To develop your specialism / expertise to meet the requirements of the business• To support internal colleagues with their learning and development needs on an ad hoc basis as required, particularly within your field of expertise.
KPIs & SLAs	<ul style="list-style-type: none">• Revenue Earning Utilisation above 75% (this includes delivery and paid development)• High levels of customer satisfaction and excellent feedback. Achieving trainer quality (TQI) scores in excess of 80• Quality of course materials and delivery standards• Peer recognition for effective contribution within the team
Key Working Relationships	<ul style="list-style-type: none">• Delegates/customers• Learning Delivery Manager

- Members of the peer training delivery team
- Operations/Scheduling

3. About You

Skills & Abilities	<ul style="list-style-type: none"> • Ideally qualified as Microsoft Certified Trainer • Capability to train MOC Windows 7 and Windows 10 courses • Excellent presentation, communication and interpersonal skills - be able to form a rapport quickly with people and make them feel comfortable; ability to break down complex scenarios into simpler chunks and explain them • Adaptive - be able to think on your feet when things go wrong or when removed from your comfort zone • Reflective - be empirical in your practice and analyze how to improve your delivery/materials • Be able to work individually and as part of a team • Creativity, energy and enthusiasm • Be numerate and literate to a high level
Experience	<ul style="list-style-type: none"> • IT training experience • Experience with Window 7 and Windows 10 as desktop platforms
Knowledge	<ul style="list-style-type: none"> • A candidate for this role will need to have knowledge of Windows 7 and Windows 10 and their deployment as desktop operating system
Personal Attributes & Other Requirements	<ul style="list-style-type: none"> • Enthusiasm for life-long learning - both for themselves and in others • Flexibility around travel

4. About QA

About Us	<p>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.</p>
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	<p>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.</p>
<p>The Division You'll Be Working In</p>	<p>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.</p> <p>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>
<p>QA Values</p>	<ul style="list-style-type: none"> • 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.
<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>

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.

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 up to a maximum of 5% of your basic salary.

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.

And finally, a few fringe benefits to assist with travel and lifestyle choices:

- Season ticket loan
- Cycle to work scheme