



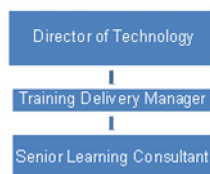
1. JOB TITLE

Job Title: Senior Learning Consultant
Responsible to (insert job title): Training Delivery Manager – London and SE
Department(s): Instructors / Technology Group
Last Update (insert date): 25/08/2019

2. JOB PURPOSE

To generate revenue and maintain QA's standard of excellence through the delivery of classroom training and courseware development for all appropriate areas of QA's course portfolio relating to open source web design and development.

3. ORGANISATIONAL POSITION



4. KEY ACCOUNTABILITIES

- To generate revenue by delivering both public scheduled and bespoke courses in the open source web design and development curriculum
- To achieve the required quality targets as set by the Company and determined by delegate evaluations
- To take responsibility for developing and maintaining agreed courses
- To maintain an up-to-date skills base through personal development and accreditation activities
- To complete professional certifications as appropriate
- To work with clients to create courses and courseware for their internal bespoke requirements in web



design and development

- To support Sales and other internal departments with specialist advice and support on an ad-hoc basis

5. KEY PERFORMANCE INDICATORS

- Quality scores as measured by delegate evaluations
- Utilisation as measured by revenue earning days

6. DECISIONS AND JUDGEMENTS

- Use judgement to adapt a course to meet the needs of the individual delegates
- Decide when you are fully prepared to deliver a course, working within the guidelines and boundaries set by QA

7. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Delivering consistently high quality training courses to delegates, often with a wide variety of knowledge levels and job roles

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Communication with QA's Scheduling team, based in Slough, either via email or telephone conversations
- Regular communication and sharing of information with fellow instructors, primarily within the web design and development trainer team, but also within the wider instructor pool within QA
- Periodic communication with the Curriculum Specialist team and Account Managers to offer specialist advice and support

External



- Daily communication with your delegates attending public scheduled and bespoke courses, either in person or via WebEx for virtual training
- Periodic communication with your delegates offering them post-course support via email or telephone
- Periodic communication with potential/new clients to discuss tailoring of courses and delivery methods

9. KNOWLEDGE, TRAINING, QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB

QUALIFICATIONS/EXPERIENCE

- IT training experience
- Full clean driving license
- Eligible to live and work in the UK
- Ideally qualified as Microsoft Certified Trainer
- Capability to train MOC SQL Server 2014 and 2016 courses

KNOWLEDGE

A candidate for this role will need to be familiar with SQL Server as a relational database and also with the Business Intelligence capabilities of SQL Server 2014 and/or 2016.

- Experience with SQL Server 2014 and 2016
- Experience with SQL Server 2014 and 2016 BI capabilities
- Understanding of SQL Server SSIS, SSAS and SSRS
- Ability to work with able to work with unstructured data

SKILLS AND COMPETENCIES

- Excellent customer facing, presentation, interpersonal and communication skills, with an ability to share expertise with others
- Demonstrate sound business acumen, communication skills and intellectual curiosity
- Patience and tolerance
- Course scoping and development of course outlines
- Courseware development of handouts and full course manuals
- Understanding full training cycle from needs analysis to post training analysis
- Team player who can also adapt to working solo for long periods
- Ability to adapt to changing circumstances and cope with stressful situations
- A passion for web design and development and the acquiring of new skills and experience
- Be prepared to travel to different locations in the UK (and sometimes abroad) with occasional stays away from home
- Commercial application of IT expertise in the 'real world'

INTEGRITY



- Honest and open
- Security conscious
- Committed to quality
- Positive attitude
- Desire to improve service and facilities

10. QA CORE VALUES

❖ **Professional Excellence**

We will strive to achieve 'Professional Excellence' through the commitment of dedicated qualified staff, using their skills and creativity to offer customers and colleagues alike a world-class service and delivery.

❖ **Empowerment**

We believe in the empowerment of the individual, trusted to work with initiative, integrity and respect.

❖ **Continuous Learning**

We will strive to provide an environment of continuous learning. We will recognise and reward the abilities of the individual and encourage the development of new skills and knowledge.

❖ **Opportunity**

We will provide the opportunity for personal growth by sustaining an environment that harnesses the ambition and determination of the individual, in support of the progress and success of QA.

❖ **Success**

We will continue to maximise the success of our staff and our customers.

❖ **Passion**

QA, a passionate team of people whose pride and enthusiasm separate us from our competition

11. JOB DESCRIPTION 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 Signature:

Date: