



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Scheduling Specialist
Reports to:	Scheduling Manager
Location:	
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	You will have full responsibility for the planning of all course schedule and Instructor utilisation. You will work with sales teams to fulfil all training requirements and to ensure effective use of QA's Instructors and Training Centres.
Key Responsibilities	<p>Manage all Internal trainer schedules - responsible for the diary management of QA trainers</p> <p>Allocate preparation time for trainers and maintaining their records.</p> <p>Responsible for ensuring adequate cover is provided for trainer sickness and holiday requests.</p> <p>Managing new trainer inductions. This involves "buddying" them up with experienced trainers, arranging for them to sit in on relevant courses and organising team teaches</p> <p>Maintaining in-house system with up to date information i.e. courses codes.</p> <p>Produce weekly scheduling reports to monitor all centres; Public, Closed and On Site Courses.</p> <p>Negotiate prices with associate companies and freelance trainers</p> <p>Monitor fill rates and revenue for all courses in order to maximise these, add extra dates as and when required.</p> <p>Identify gaps in trainer skill sets by using QA's skills matrix and put forward business cases to employ additional resource.</p> <p>Monitor low/high fill courses and cancel low fill courses, notifying all Account Managers and their Customer Service Representative.</p> <p>Ensuring all courses are scheduled correctly.</p>
KPIs & SLAs	<p>Meeting delivery, cover requirements</p> <p>Success coordination of schedules</p>
Key Working Relationships	<p>Wider Scheduling and Sales teams</p> <p>Trainers</p>

3. ABOUT YOU	
Competencies	<p>Core</p> <ul style="list-style-type: none"> Integrity - 1 Accountability - 1 Communication - 2 Adaptability - 2 Initiative - 1 <p>Role Specific</p> <ul style="list-style-type: none"> Attention to detail - 2 Results Driven - 2 Customer Focus - 2 Collaboration - 2
Your Experience	<ul style="list-style-type: none"> Experience of working in a scheduling environment Experience of working in an environment that is subject to change. Able to make decisions and be accountable/responsible for them. Experience working within a scheduling or timetabling or planning environment desirable
Your Knowledge	<ul style="list-style-type: none"> Knowledge of planning/scheduling best practice
Your Qualifications	<ul style="list-style-type: none"> Educated at degree level preferred
What you'll bring to QA	<ul style="list-style-type: none"> Commitment to delivering excellent customer service An eye for detail Proactive approach to work

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p> <p>[please adjust according to the specific benefits offered for this position]</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 up to a maximum of X% 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"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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