



JOB

DESCRIPTION

| 1. JOB SPECIFICS | |
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| Job Title: | Principal Learning Specialist |
| Reports to: | Head of Learning and Delivery (LG) |
| Location: | Cheltenham (with travel) |
| Department: | Delivery |

| 2. ABOUT THE ROLE | |
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| What you'll be doing? | Responsible for the delivery, design, and development of innovative professional Cyber Security learning courses to individuals and organisations. Training courses will often be developed alongside subject matter experts from our customers. Provide support and guidance to learners and in their workplace following their attendance of training courses. |
| Key Responsibilities | <ul style="list-style-type: none"> • Lead the design, development, and delivery of bespoke learning courses to learners and organisations across a specific spectrum of QA's curriculum. • Positive ambassador for QA; performs to QA's expected reputation for excellence and innovation. • Provide in-depth expert knowledge in one specialist area, offering insights cross functionally when required. • Support business development by identifying opportunities and liaising with the relevant programmes teams, offering thought leadership in their specialism. |
| KPIs & SLAs | <ul style="list-style-type: none"> • Able to estimate and complete course design and authoring in line with an agreed plan • Achieve and surpass Trainer Quality Index average / Learner attendance scores as defined by business leaders. • Timely completion of administrative and reporting procedures. • High level in customer satisfaction and feedback |
| Key Working Relationships | <ul style="list-style-type: none"> • Delivery team colleagues, Delivery Manager • Account Managers, Operations • Learners & Customers, Courseware Support • Scheduling, Training Centre Administrators • Virtual Delivery Support team • Product owners, Curriculum leads and Practice Directors |

| 3. ABOUT YOU | |
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| Skills & Abilities | <ul style="list-style-type: none"> • Results-Oriented; plan delivery targets in the short, medium and long-term. |

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| | <ul style="list-style-type: none"> Strong business acumen with the ability to suggest and support business improvement or delivery innovation opportunities Excellent presentation, facilitation and coaching skills. Strong leadership and influencing skills on group dynamics in the learning environment. Able to efficiently resolve any internal/external conflict/disruptive behaviour. Able to adapt delivery and behaviour to learner requirements Able to manage negative feedback objectively and reflect on improvements for next time. Communicating any suggestions to the rest of the delivery team. High degree of digital literacy. Proficient computer literacy in specialism. Values self-development- taking ownership of their Continuous Professional Development (CPD) Strong stakeholder management skills – able to collaborate with clients to create bespoke learning in specialist area. Ability to lead project work when necessary Able to link specialist knowledge to work experience to support learning delivery and development |
| Your Experience | <ul style="list-style-type: none"> Minimum of 3 years’ industry experience in your specialised area. Ideally be able to demonstrate experience in design, development, and delivery of learning events in specialist area. Experience of authoring technical documents and instructions Building infrastructure and applications, both locally and in the cloud. Must be confident in client facing situations at all levels Good face-to-face and virtual communications skills . Best practice experience of the products and services within their specialism. |
| Your Knowledge | <ul style="list-style-type: none"> In-depth and broad knowledge in your specialist area – theoretical and best practice . Awareness of copyright and intellectual capital (IP) regulations and requirements. Knowledge of GDPR, data literacy, diversity and equality. Additional subject area knowledge supporting multiple delivery programme opportunities. Sufficient understand in learning and development as a profession. |
| Your Qualifications | <ul style="list-style-type: none"> Certified to deliver relevant programmes e.g., CompTIA Sec+, CEH, CISMP & QAPCCS. Bachelor’s degree or equivalent industry experience in specialist subject. Hold or eligible for professional body accreditation . |

3. ABOUT YOU

What you'll bring to QA

- A passion for learning and enabling learner success .
- Able to coach and mentor colleagues in area of expertise .
- Customer oriented approach .
- A collaborative team player, able to contribute effectively virtually and independently.
- Ability to manage rapidly changing learning and industry requirements.
- An innovative and self-developing mind-set.