



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Agile Senior Learning Specialist – DG4
Reports to:	Senior Delivery Manager
Location:	London
Department:	Delivery

2. ABOUT THE ROLE	
What you'll be doing?	To deliver standard or customised professional learning (or portfolio topics) while building positive relationships and sharing expertise internally and externally.
Key Responsibilities	<ul style="list-style-type: none"> • Deliver high quality learning events to learners at all levels • Be a positive ambassador for QA • Deliver learning and contribute knowledge in specialist areas • Contribute to business success by driving the completion of learner evaluations and identifying and referring opportunities for improvement
KPIs & SLAs	<ul style="list-style-type: none"> • Achieve a Trainer Quality Index (TQI) average / learner attendance score as defined by the business • To achieve a Green rating when being observed • To complete at least 2 peer observations within a 12-month period • Submission of Trainer reports within 2 working days of event, if applicable • 95% completion of Attendance registers • To achieve at least 60% of exam pass rate, if applicable.
Key Working Relationships	<ul style="list-style-type: none"> • Senior Delivery Manager • Delivery team colleagues • 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	
Your Knowledge	<ul style="list-style-type: none"> • Demonstrates a good knowledge of developments in Agile methods and relevant curriculum areas and maintain knowledge and best practice in subject area • A minimum of 2 years' Agile training experience • Demonstrates a good knowledge of pedagogical approaches and maintains knowledge • Knows how to plan lessons to ensure that learners learn • Demonstrates a range of teaching, assessment and feedback methods used to support learning and achievement • Holds a recognised industry qualification or willing to complete professional certifications as appropriate • Is aware of their need for continuing professional development (CPD) • Has a secure knowledge of Health and Safety and plans to raise awareness • Awareness of GDPR, copyright and intellectual capital (IP) requirements • Awareness of GDPR, data literacy, equality and diversity
Your Skills and attributes	<ul style="list-style-type: none"> • A strong track record of classroom, virtual and/or Attend from Anywhere learning delivery • Demonstrable success in delivering accredited learning • Experience of managing and resolving learning environment issues • Be creative and innovative in selecting and adapting strategies to help learners to learn. • Be appreciative of our learners' capabilities and plan teaching to build on these • Know and understand how to assess the relevant subject and curriculum areas using different methods • Gives learners regular feedback and encouragement, promoting a passion for learning • Good knowledge of Agile methods • Minimum of 2 years' experience of delivering Agile learning to all levels, including senior executives. • Achieve vendor training qualification (if applicable) • Experience of delivering Agile training in 1:1 training, face-to-face classroom events and virtual classroom events. • Support learners with post-course support via email or telephone • Must deliver core Agile courses to Practitioner level

	<ul style="list-style-type: none"> ● Essential delivery capability <ul style="list-style-type: none"> ○ APMG Agile Project Management Foundation and Practitioner ● Desirable delivery capability <ul style="list-style-type: none"> ○ Leading SAFe ○ SAFe Product Owner ○ SAFe for teams ○ SAFe Scrum Master ○ BCS Agile Fundamentals ○ SCRUM ○ IC Agile products for example ICAgile Product Owner, ICAgile Fundamentals etc
Your Behaviours	<ul style="list-style-type: none"> ● Communicates effectively with other stakeholders when necessary. ● Is aware of own impact on others wellbeing and understands and is sympathetic to the needs of learners and colleagues ● Evaluate and challenge your practice, values and beliefs, welcoming feedback from colleagues ● Actively seeks to share best practice with colleagues and stakeholders ● Develops effective professional relationships with learners and colleagues, knowing how and when to give and receive advice and specialist support ● Manages own time effectively through preparation and prioritisation ● Prioritises the need to safeguard learners' well-being, in accordance with statutory provisions ● Demonstrates consistently the positive attitudes, values and behaviours, which are expected of professional educators. ● Uses problem solving techniques with little or no support ● Has an understanding of, and always acts with enthusiasm and professionalism
What you will bring to QA	<ul style="list-style-type: none"> ● A passion for learning and enabling learner success ● A customer oriented approach to work ● Be a team player, able to work virtually and independently ● Ability to adapt to rapid change and cope with difficult situations ● A continual improvement mind set

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>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 4% 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
-------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------