



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Programme Coordinator
Reports to:	Lorna Ballard
Location:	UK Wide
Department:	QAL ACO

2. ABOUT THE ROLE	
What you'll be doing?	<p>This purpose of this hands on, highly operational, client focused role is to provide day to day management and co-ordination of activities across key workstreams to enable the successful delivery of a large and complex programme of training to young students across the UK.</p> <p>Working on behalf of one of QA's largest clients you will work under the direction of the Programme Manager to ensure that your workstreams achieve their objectives, within the agreed timescales and budget whilst ensuring that quality measures are continually adhered to</p>
Key Responsibilities	<p>To efficiently scope, plan and manage programme workstreams by:</p> <ul style="list-style-type: none"> • Setting up and facilitating definition workshops • Defining and capturing all tasks, activities, effort and resources required to ensure successful delivery of programme workstreams • Creating and driving workstream plans, including the management and delivery of all key activities, milestones and deliverables • Creating, implementing and maintaining communications plans to ensure all personnel and key stakeholders are kept fully informed • Liaising closely with QA's resourcing teams to fulfil resource requirements and acting as the main point of contact for resourcing, recruitment, interviewing and on boarding of external resources and 3rd party suppliers • Driving the delivery preparation required by resources including planning of train the trainer sessions and the creation and distribution of communications • Understanding and direct the vetting and security

	<p>clearance processes for resources who are to work on the programmes</p> <ul style="list-style-type: none"> • Negotiating with suppliers on their services and costs and agreeing contracts • Carrying out site and supplier visits to assess suitability and produce site reports • Working with training venues to secure all relevant information to facilitate the smooth running of training events onsite • Contributing to the development, design and the documenting of all workstream and programme business processes to agreed standards and methodology • Supporting in the creation, publication and printing of programme marketing materials • Identifying and compiling a list of voluntary industry and academic contributors to support the programme workstreams and make all necessary arrangement to on-board them • Capturing and tracking all Workstream spend • Applying the appropriate controls consistent with QA Practice to deliver your workstreams • Assisting in the identification and management of risk. • Providing workstream status reports to the Programme Manager in line with the agreed frequency • Developing effective relationships with internal and external stakeholders and partners as appropriate to the role. • Promoting QA's Safeguarding, Data Protection and Health and Safety policies and procedures and ensure all programme team members undertake recommended training as and when necessary. • Undertaking other ad hoc duties as requested by the Programme Manager as may be reasonably required
<p>KPIs & SLAs</p>	<ul style="list-style-type: none"> • To ensure successfully delivery of programme workstreams to the pre-agreed timescales and budget • To respond to challenging deadlines and meet those deadlines • To respond promptly to all requests for information sent within 48 hours of request being received • To take necessary action to mitigate against or minimise workstream risks

	<ul style="list-style-type: none"> • To escalate risks where appropriate and secure agreement with the Programme Manager on all remediation plans • To manage issues and escalate where necessary • To ensure quality acceptance is achieved throughout the programme • To produce timely updates or reports as agreed by the programme stakeholders
<p>Key Working Relationships</p>	<p>Internally</p> <ul style="list-style-type: none"> • Programme Manager - reports into the Programme Manager as their direct manager – activity planning, progress report, escalation etc. • Resourcing Manager/Scheduling Team – regular discussions and conference calls on planning and implementing resourcing requirements for programmes • Solutions Architect - regular discussions and conference calls on delivery of the programme solutions • Commercial Manager – regular discussions to track spend and action invoicing • Learning Consultants - regular discussions and planning on development, preparation and delivery • HR, Courseware, Design team – regular interaction with other supporting areas of the QA business who will provide services which contribute to the successful delivery of the programme <p>Externally</p> <ul style="list-style-type: none"> • Customer – To provide information to the customer as requested by the Programme Manager • Programme contributors – to engage, on-board and prepare voluntary contributors from industry and academia for their involvement in the training programmes • 3rd party suppliers – equipment hire, venue hire, recruitment companies, external resources, travel companies, pastoral care supplier

<p>Skills & Abilities</p>	<ul style="list-style-type: none"> • Experience of workstream management within programmes in a corporate environment and be familiar with project lifecycle and methodologies • Experience of supporting projects and programmes using a recognised Project Management Methodology e.g. PRINCE2 • Experience of working within a training coordination or learning & development role • Experienced in working with milestones and budgets • Knowledge of full training lifecycle • Commercial experience for understanding cost models • Commercial experience across a range of communication disciplines • Experience of planning, developing and delivering effective training plans • Ability to follow procedures and suggest service improvements • Strong task ownership • Strong attention to detail • Ability to organise and prioritise workload • Ability to multi-task across workstreams at any one time • Have an excellent understanding of student welfare/pastoral care issues
<p>Your Knowledge</p>	<ul style="list-style-type: none"> • This is a very hands on role and you must be willing to take task ownership and support others with tasks as necessary to ensure a successful outcome • You must be able and willing to work to tight deadlines in a demanding and fast paced environment • You must be able to respond quickly, adapt to and support change. • Your communication and relationship management skills will be first class • You will have excellent organisation and written skills • You will be able to multi-task, prioritise and support several workstreams simultaneously • You will have the ability to diffuse potentially confrontational circumstances and to remain calm and reasonable when dealing with difficult situations • You will have <ul style="list-style-type: none"> ○ Excellent written skills ○ Strong interpersonal skills

	<ul style="list-style-type: none"> ○ Strong problem solving skills ○ Good influencing and negotiation skills ● You will demonstrate a willingness to go through Security Clearance for government programmes
Your Qualifications	Willingness to undertake a DBS/BPSS check
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. 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

	<p>gets stuck in to solving problems.</p> <p>Progressive</p> <ul style="list-style-type: none"> o We embrace change - and support it. o We challenge ourselves to use the latest technologies and methods - no matter how out there. o 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"> o Season ticket loan o Corporate gym membership o Cycle to work scheme



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