



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Learning Specialist – DG3
Reports to:	John Steele
Location:	Cheltenham
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 all learners in a variety of settings ie: Classroom, Virtual and Attend from Anywhere. • Be a positive ambassador for Qi • Deliver learning and contribute knowledge in specialist areas • To Monitor progress of learners and ensure language acquisition • Contribute to business success by driving the completion of learner evaluations and identifying and referring opportunities for improvement • Take ownership for own continuous professional development to ensure up to date and relevant delivery
KPIs & SLAs	<ul style="list-style-type: none"> • Achieve a Trainer Quality Index (TQI) score of 80 or higher • To achieve a Green rating when being observed • To complete at least 2 peer observations within a 12-month period • Submission of Marking and Trainer reports within 2 working days of event, if applicable • 95% completion of Attendance registers
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

3. ABOUT YOU	
<p>Your Competencies</p> <p>1: Working Level</p> <p>2: Advanced Level</p> <p>3: Expert Level</p>	<p>Core</p> <p>Results Driven - 1</p> <p>Taking Ownership - 1</p> <p>Collaboration - 2</p> <p>Continuous Learning - 2</p> <p>Role Specific</p> <p>Instructional Delivery - 1</p> <p>Mentoring & Coaching - 1</p> <p>Emotional Intelligence - 1</p>
<p>Your Knowledge</p>	<ul style="list-style-type: none"> • Demonstrates a good knowledge of developments in the subject (s) and curriculum areas and maintains knowledge and best practice in subject area • Demonstrates a good knowledge of pedagogical approaches and maintains knowledge • Knows how to plan lessons to ensure at least the majority of learners learn • Demonstrates a range of teaching, assessment and feedback methods used to support learning and achievement • Level 2 English • 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 • Has a secure knowledge of Safeguarding and prevent and plans to raise awareness • Has a secure knowledge of British values and plans to develop them • Awareness of GDPR, copyright and intellectual capital (IP) requirements • Has a secure knowledge of GDPR, data literacy, equality and diversity
<p>Your Experience</p>	<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 and experience of managing and resolving learning environment issues • Be creative and innovative in selecting and adapting strategies to help learners to learn. • Be aware of learners' capabilities and their prior knowledge, and plan teaching to build on these

	<ul style="list-style-type: none"> • Know and understand how to assess the relevant subject and curriculum areas using different methods • Gives learners regular feedback and encouragement, guiding learners to reflect on the progress they have made and their emerging needs. Promoting a passion for learning and learners intellectual curiosity • Takes responsibility for promoting high standards of literacy and numeracy
<p>Your Behaviours</p>	<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
<p>What you will bring to QA</p>	<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

**ADDENDUM: GROUP LEARNING ROLES - QAL
SPECIALISM SKILLS AND EXPERIENCE REQUIREMENT**

<p>Agile</p>	<ul style="list-style-type: none"> • Achieve vendor training qualification (if applicable) • Pass relevant certifications • Experience of delivering Agile training 1:1 training, face-to-face classroom events and virtual classroom events. • Deliver all core Agile courses to Practitioner level • Good knowledge of Agile methods • Support learners with post-course support via email or telephone • Timely completion of required administrative tasks such as attendance registers • Minimum of 2 years' experience of delivering Agile learning to all levels, including senior executives.
<p>DevOps</p>	<ul style="list-style-type: none"> • Achieve vendor training qualification (if applicable) • Pass relevant certifications • Experience of delivering DevOps training 1:1 training, face-to-face classroom events and virtual classroom events. • Deliver all core DevOps courses to Practitioner level • Support learners with post-course support via email or telephone • Timely completion of required administrative tasks such as attendance registers • Minimum of 2 years' experience of delivering DevOps learning to all levels, including senior executives.
<p>Lean</p>	<ul style="list-style-type: none"> • Achieve vendor training qualification (if applicable) • Pass relevant certifications • Experience of delivering Lean training 1:1 training, face-to-face classroom events and virtual classroom events. • Support learners with post-course support via email or telephone

	<ul style="list-style-type: none"> • Use learning technology effectively • Deliver all core PPM courses to Practitioner level • Maintain an up-to-date skills base through personal development and accreditation activities • Timely completion of required administrative tasks such as attendance registers • Good knowledge of Agile methods
<p>Software Engineering</p>	<ul style="list-style-type: none"> • Delivers core courses both vendor and across different product areas. • Maintain relevant certifications • Good knowledge of intermediate to advanced level Software Engineering methodologies and languages • Minimum of 2 years' experience of delivering Software Engineering learning to all levels up to middle manager level.
<p>Cloud & Virtualisation</p>	<ul style="list-style-type: none"> • Delivers core courses both vendor and across different product areas. • Maintain relevant certifications • Good knowledge of intermediate to advanced level Cloud and Virtualisation technologies. • Minimum of 2 years' experience of delivering Cloud and Virtualisation learning to all levels up to middle manager level.
<p>Digital Productivity and Office Applications</p>	<ul style="list-style-type: none"> • Maintain an up-to-date skills base through personal development and accreditation activities- for example MOS or Adobe certifications • Knowledge in the core Microsoft Office products to advanced level (2013 and 2016 essential, other versions desirable). Applications to include at least: Microsoft Excel, PowerPoint, Word and Outlook. • Deliver, depending on personal skill set, other applications e.g. Microsoft Office applications such as Project, Visio, Power BI, VBA, SharePoint for end users or Office 365, Adobe applications, web programming languages on both public scheduled and bespoke courses, as required.

	<ul style="list-style-type: none"> • Minimum of 2 years' experience of delivering end user applications 1:1 training, face-to-face classroom events and floorwalking. • Support learners with post-course support via email or telephone.
<p>Enterprise Systems and Architecture</p>	<ul style="list-style-type: none"> • Achieve vendor training qualification • Good knowledge of vendor platform(s) • Minimum of 2 years' experience of delivering Enterprise Systems and Architecture learning to all levels up to middle manager level.
<p>IT Infrastructure & Networks</p>	<ul style="list-style-type: none"> • Delivers core courses; both vendor and across different product areas. • Maintain relevant certifications • Good knowledge of intermediate to advanced level IT Infrastructure and Network methodologies and vendor platforms. • Minimum of 2 years' experience of delivering IT Infrastructure and Network learning to all levels up to middle manager level.
<p>Managing, Leading and Personal Effectiveness</p>	<ul style="list-style-type: none"> • Some knowledge and deliverable experience using a few of the following tools: <ul style="list-style-type: none"> ○ MBTI ○ Belbin (No qual needed) ○ PRISM ○ Emergenetics ○ SDI ○ SDI 2.0 ○ Situational Leadership (No qual needed) ○ WorldsView • Ability to align L&D initiatives with strategic and operational business needs. • Demonstrable experience in delivering learning in the classroom, as well as within virtual learning environments. • Some experience in analysing learner needs • Improving leadership, teamwork, customer service and sales skills • Ability to deliver group training session • Creating learning materials for use in the classroom and virtually • Deploying eLearning • Evaluating learning and development programmes

	<ul style="list-style-type: none"> • Assessing training delivery skills • Collaborative 1-2-1 coaching • Business writing skills
<p>Project & Programme Management</p>	<ul style="list-style-type: none"> • Achieve vendor training qualification (if applicable) • Pass relevant certifications • Experience of delivering PPM training 1:1 training, face-to-face classroom events and virtual classroom events. • Support learners with post-course support via email or telephone • Deliver all core PPM courses to Practitioner level • Timely completion of required administrative tasks such as attendance registers • Ability to deliver public and close cohorts in-centre/on-site • Good knowledge of Agile methods • Minimum of 2 years' experience of delivering PPM learning to all levels, including senior executives.
<p>Service Management</p>	<ul style="list-style-type: none"> • Deliver core courses for both Vendor and QA • Maintain an up-to-date skills base through personal development and accreditation activities such as ITIL 3 and ITIL 4 • Knowledge in the core SM products to an intermediate - advanced level • Minimum of 2 years' experience of delivering Service Management 1:1 training, face-to-face classroom events and floorwalking.
<p>Business Analysis and Systems Design</p>	<p>ISTQB:</p> <ul style="list-style-type: none"> • All ISTQB qualifications require the trainee to hold that qualification. They all require the trainer to have the Foundation. • Also, need to be accredited as a trainer by UK Test Board, this requires CV with evidence of relevant testing experience and qualification, this has to be done for every course. <p>ISTQB Agile Extensior</p> <ul style="list-style-type: none"> • Knowledge and understanding of Agile development (the entire process of which testing is one part) to a fairly high level

	<p>(more than is required to teach the syllabus). DevOps knowledge advantageous.</p> <p>ISTQB Advanced Test Manager</p> <ul style="list-style-type: none"> • Knowledge and experience of test management. <p>ISTQB Advanced Test Analyst</p> <ul style="list-style-type: none"> • Knowledge and awareness of test techniques and the syllabus. • Experience of test techniques <p>ISTQB Test Automation Engineer</p> <ul style="list-style-type: none"> • General testing knowledge and experience. • Specific experience in test automation. • Knowledge and awareness of coding and software engineering principles, and software test automation (specifically the design and structure of keyword-driven frameworks). <p>Practitioner in Agile Quality</p> <ul style="list-style-type: none"> • Trainer must have the PAQ qualification. • Trainer must have ISTQB Agile Extension qualification. • General testing experience and strong knowledge of Agile development practices. <p>Continuous Testing Foundation (CTF)</p> <ul style="list-style-type: none"> • Trainer must have DevOps Foundation and CTF. • Good level of Agile knowledge and knowledge of current DevOps practices. <p>BCS Professional Certificate – Software Tester</p> <ul style="list-style-type: none"> • General experience in testing. Understanding and awareness of syllabus and ISTQB, to an Advanced level (Foundation, Test Manager, Test Analyst). <p>Business Analyst</p> <p>Knowledge and awareness in several of the following areas;</p> <ul style="list-style-type: none"> • Business Change – from definition to implementation and acceptance • Business Analysis • Requirements Engineering • Stakeholder Analysis, Engagement and Management • Business Process Modelling • Business Process Improvement • Software Changes – Analysis, Design and Implementation • User Acceptance Testing • User / Customer Training • Project Management • Team Management
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