



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Senior Project Manager
Reports to:	Head of Projects
Location:	Slough/London
Department:	Project Services

2. ABOUT THE ROLE	
What you'll be doing?	To provide Project Management supporting the delivery of learning projects and programmes to QA's Customers. Working with QA Sales teams and Customers from pre-sales through the full project lifecycle.
Key Responsibilities	<ul style="list-style-type: none"> To support 'Head of Projects' in the definition and delivery of training Project & Programmes and Project Service focused Client engagements Physical delivery of Client facing Training Projects & Programmes with Agility and appropriate project controls To act as a point of contact for QA Sales / Bids Teams to support pre-sales positioning of Project Management, Administration, Communications and Project Service solutions Supporting Project specific resourcing through clear role(s) definition, recruitment and quality assurance Support 'Head of Projects' to implement business improvement strategies in accordance with Client delivery requirements and QA profitability needs Management of operational risk within sensible parameters of QA Project and QA Business needs
KPIs & SLAs	<ul style="list-style-type: none"> Successful new Project and Service engagements won Measurement of margin improvement for targeted projects External and Internal Client and Customer satisfaction scoring Progress against SOW and Planning documentation
Key Working Relationships	<ul style="list-style-type: none"> QA Head of Projects QA Sales QA Operations and Training teams QA Clients QA suppliers & freelancers

3. ABOUT YOU	
Skills & Abilities	<ul style="list-style-type: none"> To provide Agile and controlled Project Management services to QA's Clients To provide day to day Training Project Management to teams of internal and external Trainers, Consultants, Communications, Co-ordinators and Administrators To ensure Projects are defined and managed in accordance with a considered Statement of Work (SoW) and Training Plan to agreed time, cost and quality parameters To create training solution plans and interpret requirements for proposals and client learning programmes To engage in new opportunities, pre-sales support activities and Bids process to support business development through identification, initiation and closure of new Projects, Programmes and Communication workstreams for the QA business To build and maintain positive and effective working relationships with team members, wider team managers and internal/external Clients through a clearly defined set of process and procedures To define and support risk management and risk management strategies across all projects To promote quality, Client service and performance improvement through project and service quality assurance strategies To be responsible for maximising productivity and efficiency across all teams in line with 'Head of' utilisation requirements To produce calendared and highlight reporting as required Attend / organise Project Team events as required Support Induction, TTT, new starters, temps and associates as required
Your Experience	<ul style="list-style-type: none"> Experienced Training Projects Manager / Senior Project Manager 8+ years Operational Management and Commercial experience Ability to work in both agile and classic waterfall project environments Communications / Client engagement experience Trainer resourcing / interview skills Client facing experience to Senior Sponsor level Ability to manage multiple workstreams Solution creation, project initiation, planning and budget management responsibility
Your Knowledge	<p>An interest in current learning themes, key players in the industry and a broad knowledge of project methods and services to allow a considered set of recommendations to be put forward to each QA Client.</p>

<p>Your Qualifications</p>	<p>Certified Project Management methodology ~ Agile, Prince2, APM, MSP or other</p>
<p>What you'll bring to QA</p>	<p>The QA Project Services team is looking to recruit a Senior Project Manager to join their existing team of Project Managers and Co-ordinators. Reporting to the Head of Projects, the Senior PM would have the skills and experience to take a leading role in the definition and delivery of learning projects and services across a range of solution types. Working with inhouse and Client teams you would be familiar with both agile and classic project methods in the Project Management of bespoke and blended learning programmes. In addition to its celebrated instructor community, QA is proactively building a large inhouse digital capability to enhance the range of services available to its Clients this is likely to form an integral part to future project solutions. As a Senior member of the Project Services team you would be working with the sales teams and Client through the full projects lifecycle.</p> <p>QA has a fantastic portfolio of projects currently in delivery to its Clients, ranging from large graduate focussed solutions through to Cyber Crime programmes to its Government Clients. As the QA business thrives we are looking to grow the inhouse team to accommodate further market growth and to provide Project Management expertise in the definition and delivery of projects utilising its instructor and digital capabilities to the full.</p> <p>The role is a full time position suitable for an experienced, yet energetic Project Manager with experience of creating and delivering learning programmes and services. Your background is likely to be in learning projects and / or managed services where you have shown great customer facing skills, imagination and attention to detail. Fundamental to the role is capability to deliver project services which match our Clients high expectations and protect the QA business through appropriate use of change and risk management.</p> <p>We are looking for high levels of experience, energy and capability to support our expanding solutions and regional sales businesses.'</p>

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 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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