

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS	
Job Title:	OS5 – Scheduling Freelance Manager
Reports to:	Anne Chable
Location:	Slough
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	To source, schedule and manage the Freelance Delivery team to support the delivery schedule and the achievement of business goals
Key Responsibilities	<ul style="list-style-type: none"> • Resource and onboard freelance trainers for specific delivery, programmatic requirements • The negotiation and issue of contracts and terms of engagement including IR35 compliance • Ensure all relevant checks have been completed • Partner with the business stakeholders to ensure aligned talent acquisition strategies are in place to support the business • Set, communicate and manage performance expectations, goals and objectives • Investigation, resolution or mitigation in relation to freelance trainer issues (e.g. NPS/ quality of delivery, complaints, contract queries etc.) • Manage the freelance budget & costs • Provide regular activity reports on all agreed KPI's • Promote a working environment which aligns with the company's values and customer centricity • Seek to identify and implement business process improvement opportunities
KPIs & SLAs	<ul style="list-style-type: none"> • Freelance trainers will achieve agreed business delivery quality standards for both TQI & NPS (Improvement metrics to be agreed) • Accurate forecasting • Manage costs within budget • Internal and external stakeholder expectations will be met, as measured by routine service reviews • IR35 Completion of all freelance trainers onboarded & provide monthly evidence of this • Target to reduce freelance spend by 20% pa
Key Working Relationships	<ul style="list-style-type: none"> • External customers; learners, mentors and managers • Sales, Scheduling, Finance, Curriculum Managers. The people Team & Practice Leads

	<ul style="list-style-type: none">• Delivery team, specifically the Delivery Managers
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3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> • A successful manager with previous experience of managing a broad range of trainers in a commercial and professional learning environment • High degree of commercial acumen & ability to understand P&L impact of the decisions you're making. • Strong communication and interpersonal skills • You will have a clear ability to think commercially and align your technical understanding with the commercial demands of the business • Able to monitor and maintain discipline, ethics and integrity with a focus on key objectives • Committed to developing team-working, cooperation, morale and team-spirit • Able to manage in a high-pressured environment and maintain a professional approach • Able to manage, motivate and develop • Capable of making decisions in line with policy guidelines • Demonstrates an understanding of business plans and shows commercial awareness
Your Experience	<ul style="list-style-type: none"> • Commercial and contract experience • Experience of working in a customer centric, fast paced, matrix environment • Experience of people and performance management, personal development, coaching • Identifying business process improvements
Your Knowledge	<ul style="list-style-type: none"> • Appropriate level of knowledge to enable a contribution to professional practice activities • Safeguarding and Prevent requirements • An understanding of Apprenticeships is desirable, or a regulatory environment • Experience in tax and IR35 requirements is desirable • Good financial and commercial acumen • Recruitment, resourcing methods
Your Qualifications	<p>Ideally educated to degree level or equivalent or a sufficient level of experience in a similar role or environment</p>
What you'll bring to QA	<ul style="list-style-type: none"> • Positive attitude, determined with a high level of resilience when faced with challenges • Results orientated and keen to develop • Committed to customer satisfaction and a belief in delivering excellence • A passion for learning, coaching others and business improvement

	<ul style="list-style-type: none"> • Great team player, able to form effective business relationships both internally and externally • Able to travel to QA/client locations as required
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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. 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.

	<ul style="list-style-type: none"> ○ 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 3% 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