



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Curriculum Manager (FTC)
Reports to:	Senior Manager, Curriculum Management and Operations
Location:	Various (home based)
Department:	Content & Learning Design

2. ABOUT THE ROLE	
What you'll be doing?	<p>The Curriculum Manager's purpose is to design and manage a curriculum area across Learning, Consulting and Apprenticeships to deliver high quality outcomes for learners and clients. This will involve a deep understanding about what our learners and their employers want and need.</p> <p>In meeting these needs, the Curriculum Manager will understand customer needs, create business cases recommend learning propositions and pricing. They will develop learning with up-to-date, industry content and that are structured to empower learners. This will involve embracing digital and blended learning to improve the learner experience. The Curriculum Manager will work closely with Practice Leads to implement their strategic intent in the curriculum area. They will launch these learning propositions into market, working with stakeholders within Marketing, Sales and Operations..</p>
Key Responsibilities	<ul style="list-style-type: none"> <li>• To create and execute a development plan for curriculum in their portfolio</li> <li>• To create business cases for new learning proposals including proposing pricing</li> <li>• To commission the development of new learning content, including identifying and selecting high quality content authors</li> <li>• To track and manage the commercial performance of programmes, including proposing offers, campaigns and price changes where appropriate</li> <li>• To launch learning propositions into market in partnership with Marketing and Sales</li> <li>• To understand learner and employer needs through user research</li> <li>• To support product training and communications for colleagues in sales and delivery</li> <li>• To understand and monitor the market in which they operate</li> <li>• To use quantitative and qualitative data to analyse and improve quality</li> <li>• To develop programmes assets to support consistent approach to delivery (such as programme specs, trainer guides)</li> <li>• To ensure maximum re-use of content across QA</li> <li>• To ensure their programmes utilise agreed learning</li> </ul>

	methodologies and technologies
KPIs & SLAs	<ul style="list-style-type: none"> <li>• Customer Satisfaction - Net Promoter Score results and in-depth qualitative feedback from learners and employers</li> <li>• Commercial - Financial performance results by programme</li> <li>• Outcomes for Learners - retention, achievement, improved performance at work and deployment to client work (QAC)</li> </ul>
Key Working Relationships	You will regularly engage with a number of senior stakeholders, including Practice Directors, Product & Proposition, Sales, Finance/Commercial, Campaign Marketing, Learning Architects, Learning Technologists, Instructional Designers, Subject Matter Experts and front line teaching and coaching teams.

### 3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> <li>• Design - the ability to design highly engaging and coherent learning programmes</li> <li>• Curriculum strategy - to define and communicate a vision for the curriculum area</li> <li>• Ability to carry out user research and process results in order to make decisions on product development</li> <li>• Stakeholder management</li> <li>• Data - designing programmes with data.</li> <li>• Data - analysing data to improve programme performance</li> <li>• Strong analytical and problem solving skills, including identifying and resolving the root cause of problems</li> <li>• Strong collaboration skills to work with key internal and external stakeholders</li> <li>• Ability to communicate effectively in visual, written and verbal forms (English)</li> <li>• Strong analytical and commercial awareness partnered with a customer mind-set</li> <li>• Natural ability to spot opportunities for product development and revenue generation</li> </ul>
Your Experience	<ul style="list-style-type: none"> <li>• Experience in learning design</li> <li>• Experience in teaching or coaching learners</li> <li>• Experience of collaborating across teams and</li> </ul>

	<p>stakeholder management</p> <ul style="list-style-type: none"> <li>• Experience in launching new products and services to market</li> <li>• Experience in creating propositions and associated business cases</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>• Subject matter knowledge relating to the curriculum area</li> <li>• In-depth knowledge of learning market</li> <li>• Knowledge of educational theory and learning technology</li> </ul>
Your Qualifications	<ul style="list-style-type: none"> <li>• Relevant professional education or significant industry experience is essential</li> </ul>
What you'll bring to QA	<ul style="list-style-type: none"> <li>• Passion for learning</li> <li>• Intentional approach to work</li> <li>• Sees opportunity and solutions, where others see stumbling blocks</li> <li>• Good planner and problem-solver</li> <li>• Must demand high standards and set the bar through consistent and high quality personal approach</li> <li>• Must be able to work at a detailed level</li> <li>• Able to build rapport quickly through remote intervention</li> <li>• Team-player</li> </ul>

#### 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><b>Why we do learning</b></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>
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<p>We promise to be</p>	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs - fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you - our learners and our customers - to earn your trust.</li> <li>○ We connect a solution to your problem - we have tonnes of different services to help you.</li> <li>○ We're the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change - and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods - no matter how out there.</li> <li>○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>
<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 <b>Training Days</b> 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 <b>Charity Days</b> 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"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>