JOB DESCRIPTION

1.   JOB SPECIFICS

Job Title:	DevOps and Software Tutor
Reports to:	Senior Training Manager
Location:	London
Department:	Apprenticeship

2.   ABOUT THE ROLE

What you'll be doing?	• You will be teaching the DevOps, Software Development and other Technology programmes as part of the overall apprenticeship programme delivery
Key Responsibilities	• Work with the Training Manager to meet the key business strategies and objectives • Work with the Digital Learning Consultant to support the progression and achievement of apprentices • To plan and manage the teaching & mentoring to retain apprentices and achieve maximum completions of the programme • To manage apprentice progress and provide training contact for employers • Work with internal and external Digital Learning Consultants and Quality Improvement Consultants to ensure the learners successfully complete their full apprenticeship framework by their planned end achievement date • To play an active role in shaping and implementing the delivery of the quality improvement plan, including implementation of best practice process and ensuring conformity to external body standards. • Provide back-up and support to the tutor team • To contribute to wider team projects and in particular support the development of new programme curriculum • Ensure that all aspects of the Apprenticeship Programmes are delivered in accordance with the key processes contained within the organisation's Process Manual • Ensure that programmes are delivered in accordance with the organisation's Equal Opportunities and Health and Safety Policies • Provide good quality, accurate information and data on learner recruitment, retention, progress and achievement. Ensure all required learner documentation is available to support financial claims to the funding body.
KPIs & SLAs	• The programme is delivered to meet the requirements of the BCS Standard and HE standards to allow learners to achieve the Apprenticeship programme within the agreed timeframe. • The programme meets the business objectives as stated in the agreed business plan • At least 95% of all learners engaged on the Apprenticeship

	programme are retained for the planned duration of their training • At least 90% of retained learners successfully complete the full apprenticeship programme on time • Meet Observed Teaching and Learning Assessments (OTLAs) requirements, and address areas for improvement prior to the following quarterly OTLA. • Obtain and maintain an average Teaching Quality Index score of 8 or above • Obtain and maintain an average NPI score of 65 • Achieve an 85% first time pass rate on delivered courses. • Achieve 100% completion on your passport within 3 months of start date, and maintain a pass grade on a 2-year recurring assessment
Key Working Relationships	• Liaise with Digital Learning Consultant to ensure all learners have the required skills and knowledge to achieve the technical components of frameworks. • Work with internal and external partners to ensure that agreed quality standards are met. • Build effective working relationships with learners. • Work collaboratively with: Assessors / Digital Learning Consultants, Apprenticeship Tutor team, Commercial trainers and Apprentices, Sales, Compliance, Scheduling, Product Development, Quality teams, and Customers. • Reports to Training Manager

3.   ABOUT YOU

Skills & Abilities	• Ability to identify individual learner needs • Ability to provide feedback in a way that motivates individual learners • Understanding of equality and diversity issues and how these impact on the assessment process • Ability to identify and help learners to overcome potential barriers to learning, progress and achievement • A logical thinker and a passion to achieve • Ability to deliver practical and engaging teaching and learning sessions • Excellent communication skills
Your Experience	**Essential:** • Recent industry experience in a DevOps role, working with large CI pipelines and automation • Proficiency in Linux operating systems - Red Hat, Ubuntu • Worked with standard DevOps industry-leading tools; version control, CI/CD, IaC and containerisation e.g. Git, Jenkins, Docker, Kubernetes • Proficiency in coding and scripting languages, e.g. Python • Proficiency in development and deployment of automation and pipelines into a major cloud vendor - AWS, Azure or GCP • Good understanding of DevOps theory and

	developments in industry Recognised IT qualifications covering the skill sets listed above **Desirable:** • Recognised teaching qualification, or a commitment to achieving at least a Diploma in Teaching in the Livelong Learning Sector • Vendor certifications within DevOps, Software Development, Cloud and Infrastructure
Your Knowledge	**Essential:** • Proficiency in Linux operating systems – Red Hat, Ubuntu • Knowledge of DevOps industry-leading tools; version control, CI/CD, IaC and containerisation e.g. Git, Jenkins, Docker, Kubernetes • Proficiency in coding and scripting languages, e.g. Python • Proficiency in development and deployment of automation and pipelines into a major cloud vendor – AWS, Azure or GC • Knowledge of Networking Fundamentals • Good understanding of equality and diversity issues • Innovative approach to learning and clear grasp of modern training techniques • Good understanding of equality and diversity issues • Knowledge of remote and e-learning delivery **Desirable:** • Good knowledge of Government funded Apprenticeship programmes • Knowledge of business requirements, processes and methodologies • Understanding of the requirements of IT apprenticeship programmes • Knowledge of the Awarding Organisation requirements • Good knowledge of the Ofsted Common Inspection Framework
Your Qualifications	• A Degree or Higher Education Qualification or Professional certification and significant industry experience in areas
What you'll bring to QA	• Willingness to undertake a DBS check prior to formal start date being confirmed • Ability, and willingness to travel nationally and deliver courses in QA training centres around the UK (which may involve QA arranging accommodation near course location)

4.   ABOUT QA

About us	We shape the next generation of technologists, leaders and innovators.
	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.
	Why we do learning
	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.
	Driving this revolution? People.
	And this is where we come in.
	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.
We promise to be	**Bold**
	○ 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.
	Collaborative
	○ 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.
	Progressive
	○ 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.

| What's on offer?

[please adjust according to the specific benefits offered for this position] | 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.

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.

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.

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 4X% of your basic salary.

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.

And finally, a few fringe benefits to assist with travel and lifestyle choices:

○ Season ticket loan
○ Corporate gym membership
○ Cycle to work scheme |