

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

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| Job Title: | Learning Specialist – DG3 |
| Reports to: | |
| Location: | |
| Department: | Delivery |

2. ABOUT THE ROLE

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| 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 • Be a positive ambassador for QA • Deliver learning and contribute knowledge in specialist areas • Support with some customisation of learning topics or programmes • Contribute to business success by identifying and referring opportunities for improvement |
| KPIs & SLAs | <ul style="list-style-type: none"> • Achieve Trainer Quality Index average / Learner Attendance score as defined by the business • Timely completion of all required administrative and reporting procedures |
| 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 |

3. ABOUT YOU

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| Skills & Abilities | <ul style="list-style-type: none"> • Strong presentation, communication, facilitation and coaching skills • The ability to manage group dynamics in the learning environment • Be able to promote interest through learning activities including engagement and inclusivity • Have the confidence to manage disruptive behaviour and conflict • Flexible and adaptable during delivery to meet different learner requirements • Be able to manage negative feedback objectively |
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| | <ul style="list-style-type: none"> • The ability to independently problem solve and present delivery solutions and know when to take advice • Strong digital literacy especially in relevant specialism • Take ownership of own development ensuring Continuous Professional Development (CPD) • Work with clients to adjust learning and content for internal bespoke requirements in your specialist areas if required • Able to link theoretical specialism knowledge to work experiences to support learning and development |
| Your Experience | <ul style="list-style-type: none"> • A strong track record of classroom, virtual and/or AfA learning delivery • Demonstrable success in delivering accredited learning • Experience of managing and resolving learning environment issues |
| Your Knowledge | <ul style="list-style-type: none"> • Awareness of copyright and intellectual capital (IP) requirements • Knowledge of GDPR, data literacy, equality and diversity • Extensive knowledge of best practice in your specialist areas • QAA: Safeguarding and Prevent requirements Additional subject area knowledge supporting multiple delivery programme opportunities desirable. |
| Your Qualifications | <ul style="list-style-type: none"> • Certified to deliver relevant programmes and courses • Willing to complete professional certifications as appropriate |
| What you'll bring to QA | <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 |

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 **X%** 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