



**JOB**

**DESCRIPTION**



1. JOB SPECIFICS	
<b>Job Title:</b>	<b>Senior Learning Specialist – DG4</b>
<b>Reports to:</b>	
<b>Location:</b>	
<b>Department:</b>	Delivery

2. ABOUT THE ROLE	
<b>What you'll be doing?</b>	To deliver, design, develop, or customise professional learning courses (or portfolio topics) while building positive relationships and sharing expertise internally and externally.
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Deliver high quality learning events to learners at all levels in a variety of settings i.e.: Classroom, Virtual and Attend from Anywhere.</li> <li>• Positive ambassador for QA; performs to QA's expected reputation for excellence and innovation.</li> <li>• Deliver learning and provide knowledge in more than one specialist area</li> <li>• Contribute to business success by identifying and proactively pursuing opportunities for improvement, supporting the Sales team with specialist knowledge where required</li> <li>• Customisation of learning topics or programmes</li> <li>• Contribute to business success by driving the completion of learner evaluations and identifying and referring opportunities for improvement</li> <li>• Take ownership for own continuous professional development to ensure up to date and relevant delivery</li> </ul>
<b>KPIs &amp; SLAs</b>	<ul style="list-style-type: none"> <li>• Achieve a Trainer Quality Index (TQI) score of 80 or higher</li> <li>• To achieve a Green rating when being observed</li> <li>• To complete at least 2 peer observations within a 12-month period</li> <li>• Submission of Marking and Trainer reports within 2 working days of event, if applicable</li> <li>• 95% completion of Attendance registers</li> <li>• To achieve at least 60% of exam pass rate, if applicable.</li> </ul>
<b>Key Working Relationships</b>	<ul style="list-style-type: none"> <li>• Delivery team colleagues, Delivery Manager</li> <li>• Account Managers, Operations</li> <li>• Learners &amp; Customers, Courseware Support</li> </ul>

	<ul style="list-style-type: none"> <li>• Scheduling, Training Centre Administrators</li> <li>• Virtual Delivery Support team</li> <li>• Product owners, Curriculum leads and Practice Directors</li> </ul>
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### 3. ABOUT YOU

<p><b>Your Competencies</b></p> <p>1: Working Level 2: Advanced Level 3: Expert Level</p>	<p><b>Core</b></p> <p>Results Driven – 2 Taking Ownership – 2 Collaboration – 2 Continuous Learning – 2</p> <p><b>Role Specific</b></p> <p>Instructional Delivery – 2 Mentoring &amp; Coaching – 1 Emotional Intelligence – 1</p>
<p><b>Your Experience</b></p>	<p><b>See addendum for specific portfolio/course requirements</b></p> <p>A strong track record of classroom, virtual and/or Attend from Anywhere learning delivery and commercially aware with the ability to suggest and support opportunities for business improvement or delivery innovation</p> <p>Applies theoretical understanding of effective practice in teaching, learning and assessment, enabling learners to share responsibility for their own learning and assessment and encourages learners to take a responsible and conscientious attitude to their own work and study</p> <p>Know when and how to differentiate appropriately, using approaches which enable learners to be taught effectively</p> <p>Plan activities/sessions that stretch and challenge learners of all backgrounds, abilities and dispositions but with the ability to be flexible and adaptable during delivery to meet different learner requirements when needed</p> <p>Know and understand how to assess the relevant subject and curriculum areas using different methods and able to link theoretical specialism knowledge to work experiences to support assessment of learning</p> <p>The ability to manage and influence group dynamics in the learning environment by giving learners regular feedback and encouragement. Having the confidence to manage disruptive behaviour and conflict managing</p>

	<p>negative feedback objectively, promoting a passion for learning and learners intellectual curiosity</p> <p>Takes responsibility for promoting high standards of literacy and numeracy by addressing learner’s needs and works creatively to overcome individual barriers to learning.</p>
<b>Your Knowledge</b>	<p>Has an excellent understanding of Health and Safety and can link it to appropriate lessons</p> <p>Has an excellent understanding of Safeguarding and Prevent and can link it to appropriate lessons</p> <p>Has an excellent understanding of British values and can link them to appropriate lessons</p> <p>Awareness of GDPR, copyright and intellectual capital (IP) requirements</p> <p>Has an excellent understanding of Equality and Diversity and can link it to appropriate lessons</p>
<b>Your Qualifications</b>	<p>Holds a recognised industry qualification</p> <p><b>QAA</b> –</p> <ul style="list-style-type: none"> <li>○ Holds a PGCE or equivalent teaching qualification</li> <li>○ Level 2 English or higher</li> <li>○ Level 2 mathematics or higher</li> </ul> <p>Holds a level 2 safeguarding qualification</p>
<b>What you’ll bring to QA</b>	<ul style="list-style-type: none"> <li>• A passion for learning and enabling learner success</li> <li>• Able to coach and support the development of internal colleagues in your area of expertise</li> <li>• A customer oriented approach to work</li> <li>• Be a team player, able to work virtually and independently</li> <li>• Ability to adapt to rapid change and cope with difficult situations</li> <li>• A continual improvement mind set</li> </ul>