

QA

JOB DESCRIPTION



1. JOB SPECIFICS

Job Title:	PPM - Senior Learning Specialist – DG4
Reports to:	Senior Delivery Manager
Location:	UK
Department:	Delivery

2. ABOUT THE ROLE

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 in a variety of settings ie: Classroom, Virtual and Attend from Anywhere. • 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 driving the completion of learner evaluations and identifying and referring opportunities for improvement • Take ownership for own continuous professional development to ensure up to date and relevant delivery • Timely completion of required administrative tasks such as attendance registers • Ability to deliver public and closed cohorts in-centre/on-site • Good knowledge of Agile methods • Minimum of 2 years' experience of delivering PPM learning to all levels, including senior executives. • Achieve vendor training qualification (if applicable) • Pass relevant certifications • Experience of delivering PPM training in 1:1 training, face-to-face classroom events and virtual classroom events. • Support learners with post-course support via email or telephone • Deliver core PPM courses to Practitioner level <ul style="list-style-type: none"> ◦ PRINCE2

	<ul style="list-style-type: none"> ○ MSP ○ APM PMQ / PMQ For PRINCE Practitioner / PFQ ○ P2Agile ○ APMG Agile Project Management ○ Management of Risk • Desirable delivery capability <ul style="list-style-type: none"> ○ P3O ○ MoP ○ Change Management
KPIs & SLAs	<ul style="list-style-type: none"> • Achieve a Trainer Quality Index (TQI) score of 80 or higher • To achieve a Green rating when being observed • To complete at least 2 peer observations within a 12-month period • Submission of Marking and Trainer reports within 2 working days of event, if applicable • 95% completion of Attendance registers • To achieve at least 60% of exam pass rate, if applicable.
Key Working Relationships	<ul style="list-style-type: none"> • Delivery team colleagues, Senior Delivery Manager • Account Managers, Operations • Learners & Customers, Courseware Support • Scheduling, Training Centre Administrators • Virtual Delivery Support team • Product owners, Curriculum leads and Practice Directors

3. ABOUT YOU

Your Knowledge	<ul style="list-style-type: none"> • Demonstrates a good knowledge of developments in the subject (s) and curriculum areas and maintains knowledge and best practice in subject area • A minimum of 2 years' experience • Demonstrates a good knowledge of pedagogical approaches and maintains knowledge • Knows how to plan lessons to ensure at least the majority of learners learn • Demonstrates a range of teaching, assessment and feedback methods used to support learning and achievement • Holds a recognised industry qualification or willing to complete professional certifications as appropriate • Is aware of their need for continuing professional development (CPD) • Has a secure knowledge of Health and Safety and plans to raise awareness • Has a secure knowledge of Safeguarding and prevent
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	<ul style="list-style-type: none"> • Has a secure knowledge of British values • Awareness of GDPR, copyright and intellectual capital (IP) requirements • Has a secure knowledge of GDPR, data literacy, equality and diversity
Your Skills and attributes	<ul style="list-style-type: none"> • A strong track record of classroom, virtual and/or Attend from Anywhere learning delivery • Demonstrable success in delivering accredited learning and experience of managing and resolving learning environment issues • Be creative and innovative in selecting and adapting strategies to help learners to learn. • Know and understand how to assess the relevant subject and curriculum areas using different methods • Gives learners regular feedback and encouragement, guiding learners to reflect on the progress they have made and their emerging needs. Promoting a passion for learning and learners intellectual curiosity • Takes responsibility for promoting high standards of literacy and numeracy
Your Behaviours	<ul style="list-style-type: none"> • Communicates effectively with other stakeholders when necessary. • Is aware of own impact on others wellbeing and understands and is sympathetic to the needs of learners and colleagues • Evaluate and challenge your practice, values and beliefs, welcoming feedback from colleagues • Actively seeks to share best practice with colleagues and stakeholders • Develops effective professional relationships with learners and colleagues, knowing how and when to give and receive advice and specialist support • Manages own time effectively through preparation and prioritisation • Prioritises the need to safeguard learners' well-being, in accordance with statutory provisions • Demonstrates consistently the positive attitudes, values and behaviours, which are expected of professional educators. • Uses problem solving techniques with little or no support • Has an understanding of, and always acts with enthusiasm and professionalism
What you will 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

	<ul style="list-style-type: none">• A continual improvement mind set
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