

JOB

DESCRIPTION

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| 1. Job specifics | |
| Job Title: | **Principal Learning Specialist: Software Engineering - DG5** |
| Reports to: | Delivery Manager (Software Engineering) |
| Location: | Cheltenham |
| Department: | Delivery |

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| 1. About the role | |
| What you’ll be doing? | Responsible for the design, development, and delivery of professional learning courses (or portfolio topics) to individuals and organisations. Manage key stakeholder relationships, internally and externally, offering subject expertise for business development and improvement purposes. |
| Key Responsibilities | * Lead the design, development, and delivery of learning courses to learners and organisations across a specific spectrum of QA’s curriculum * Positive ambassador for QA; performs to QA’s expected reputation for excellence and innovation. * Provide in-depth expert knowledge in at least one specialist area, offering insights cross-functionally when required. * Support business development by identifying opportunities and liaising with the relevant sales and marketing teams, offering thought leadership in their specialism. * Customisation of learning topics or programmes * Contribute to business success by driving the completion of learner evaluations and identifying and proactively seeking opportunities for improvement * Take ownership for own continuous professional development to ensure up to date and relevant delivery |
| KPIs & SLAs | * 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 | * Delivery team colleagues, Delivery Manager * Account Managers, Operations * Learners & Customers, Courseware Support * Scheduling, Training Centre Administrators * Virtual Delivery Support team * Product owners, Curriculum leads and Practice Directors |

| 1. About You | |
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| Skills & Abilities | * Results-Oriented; plan delivery targets in the short, medium and long-term. * Strong business acumen with the ability to suggest and support business improvement or delivery innovation opportunities * Excellent presentation, facilitation and coaching skills. * Strong leadership and influencing skills on group dynamics in the learning environment. * Able to efficiently resolve any internal/external conflict/disruptive behaviour. * Able to adapt delivery and behaviour to learner requirements * Able to manage negative feedback objectively and reflect on improvements for next time. Communicating any suggestions to the rest of the delivery team. * High degree of digital literacy. Proficient computer literacy in specialism. * Values self-development- taking ownership of their Continuous Professional Development (CPD) * Strong stakeholder management skills – able to collaborate with clients to create bespoke learning in specialist area. * Ability to lead project work when necessary * Able to link specialist knowledge to work experience to support learning delivery and development |
| Your Experience | * Demonstrable experience in design, development and delivery of learning events in specialist area. * Confident client facing skills at all levels. * Proven track record with multi-modal delivery; classroom, virtual, Afa learning delivery. * Extensive experience and success in delivering training to a variety of audiences. * Best practice experience of the products and services within their specialism. * Proven track record in identifying and supporting new business development experience. |
| Your Knowledge | Essential:   * In-depth and broad knowledge in specialist area – theoretical and best practice * An excellent track record of classroom or virtual training delivery obtained through a minimum of three years training experience at FE or HE level (or comparable, e.g., industry based) * Awareness of copyright and intellectual capital (IP) regulations and requirements. * Knowledge of GDPR, data literacy, diversity and equality. * Additional subject area knowledge supporting multiple delivery programme opportunities * Sufficient understanding in learning and development as a profession   Desirable:   * Holds a PGCE or equivalent teaching qualification * Holds a level 2 safeguarding qualification |
| Software Engineering | All of the responsibilities of a level 4 Learning Specialist but with the addition of:   * Responsibility for strategic vision for an entire curriculum area. * Build and grow courses/other revenue generating assets (cloud academy content for example) * Maintain an up-to-date skills base through personal development and accreditation activities I.e. JavaScript, Oracle * Deliver, depending on personal skill set, other areas that may include Agile, Cyber Security, Data Science, DevOps etc on both public scheduled and bespoke courses, as required. * Experience of acting as lead trainer on Software Engineering projects, in particular digital transformation and re-skilling. * Demonstrate subject matter expertise in a particular product or vendor area, such as Web Development and API Development * Maintain and develop vendor/accreditation body relationships.   Essential:  Experience of an Agile DevOps environment and CI/CD pipeline (including version control, automated test frameworks, containerisation etc.)  Practical knowledge of two or more of the following languages, technologies, and frameworks, etc. in each category.   * Operating Systems: Linux, Microsoft Windows, Mac OS X, Android, iOS * Cloud platforms: AWS, GCP, and Microsoft Azure * Programming languages: C family (C, Modern C++, C#), Python (3.x), Java, Rust, Scala and Go * Server-side languages/frameworks: PHP (Laravel, Cake etc.), ASP. Net, Node.JS, Spring, Ruby on Rails, Django, Flask * Client-side technologies: HTML5, CSS3, JavaScript, Angular, React etc. * Scripting languages: PowerShell, Bash, Perl * SQL relational databases: MySQL, Oracle, MSSQL, MariaDB * NoSQL databases: MongoDB, DynamoDB, Elastic * Miscellaneous support technologies: essential networking, regular expressions etc.   Desirable:   * Experience of low-level development i.e. assembly language, and some hardware interfacing/control. * Actively working towards building subject matter expertise in a particular product or vendor area, such as Web Development, Full stack, e.g., LAMP, WAMP, MEAN, ROR etc., Web APIs including RESTful services. * Introductory Data Science (including associated level of mathematics, statistics, and a relatable domain knowledge) |
| Your Qualifications | * Certified to deliver relevant programmes * Bachelor’s degree or equivalent industry experience in specialist subject * Hold or eligible for professional body accreditation |
| What you’ll bring to QA | * A passion for learning and enabling learner success * Able to coach and mentor colleagues in area of expertise * Customer oriented approach * A collaborative team player, able to contribute effectively virtually and independently * Ability to manage rapidly changing learning and industry requirements. * An innovative and self-developing mind-set. |

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| 1. 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 into 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? | 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 4% 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 |