

| Role Profile                  |                                                                                                    |
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| Job Title:                    | Leadership Senior Learning Specialist                                                              |
| Grade:                        | DG4                                                                                                |
| Reports to:                   | Delivery Manager                                                                                   |
| Location and Working Pattern: | London – Virtual delivery with requirement to deliver from QA centres and client sites<br>Flexible |
| Department:                   | Learning                                                                                           |
| Vetting required:             | Standard DBS and potentially higher (if required)                                                  |

| About the role         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Summary:               | As an expert in leadership and professional skills, you will deliver QA and partner-accredited, innovative, high-quality training across skills areas such as social skills, thinking skills, emotional skills, resilience skills and AI leadership. You will empower learners at all levels to apply skills effectively in their roles through practice, reflection and action planning. You'll maintain strong satisfaction scores, contribute as a subject matter expert, and collaborate across teams to support shared goals and continuous improvement. Alongside programme delivery, you'll be responsible for designing and developing new courses and contributing expert insight to ensure our portfolio remains impactful and aligned to client needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Role Responsibilities: | <p><b>Training Delivery:</b> Deliver high-quality, engaging, and inclusive leadership &amp; business programmes in line with QA policies, industry standards and relevant regulatory requirements.</p> <p><b>Training Design and Development:</b> Design and create learner-centred courseware (virtual and in-person) aligned to client needs and QA quality standards that demonstrably transfers back to the workplace. <b>Performance &amp; Quality Metrics:</b> Attain a consistent Trainer Satisfaction Score (TSAT) of 92%+, achieve 'Meeting Expectations' in trainer observations, use feedback and coaching to enhance delivery effectiveness, and conduct peer observations with constructive feedback.</p> <p><b>Subject Matter Expertise:</b> Act as an SME across leadership and professional skills (e.g., AI leadership, Communication, Personal Effectiveness, Coaching, Business Relationships, Management and Leadership and Sales), advising colleagues and clients and contributing to programme design.</p> <p><b>Communication &amp; Collaboration:</b> Maintain proactive, professional communication with internal and external stakeholders, collaborating cross-functionally to ensure excellence in delivery and learner experience.</p> <p><b>Contribution:</b> Support team objectives and initiatives, demonstrating accountability, reliability and flexibility to meet priorities.</p> <p><b>Continuous Professional Development:</b> Proactively maintain and develop relevant professional accreditations and practice (e.g. facilitation, psychometrics), staying current with emerging trends and best practice in leadership development and learning design.</p> |

**Your  
Experience/Skills:**

**Training Delivery**

- Excellent facilitation, coaching and presentation skills to deliver complex behavioural concepts in an interactive, practice rich way, virtually and in person, to diverse audiences (from early-career professionals to senior leaders).

**Training Design and Development**

- Proven ability to design and develop engaging leadership & professional skills learning experiences (workshops, modular programmes, action learning, masterclasses) aligned to client outcomes and multiple delivery formats.
- Skilled at translating organisational challenges (e.g., leading change, influencing stakeholders, communication across technical/non-technical groups) into structured, outcome focused learning with measurable on-the-job impact.
- Experience applying instructional design principles and adult learning theory to create highly interactive, application focused materials and resources.

**Domain Knowledge & Portfolio Coverage**

- Comfortable delivering across key topics such as AI leadership, Communication, Personal Effectiveness, Coaching, Business Relationships, Management and Leadership and Sales.

**Wider Requirements**

- Passion for learning, leadership development and enabling performance through skills application in role.
- Strong interest in AI and how this impacts wider organisational challenges
- Strong stakeholder management, with the ability to build credibility quickly with both technical and non-technical audiences.

**Qualifications (Desirable):**

- Recognised leadership/learning credentials such as **ILM** (e.g., L5–L7), **CIPD** (L&D), or **EMCC/ICF** coaching accreditation
- Certification in the Emergenetics Psychometric framework
- Degree (or equivalent experience) in a relevant field (e.g., Organisational Psychology, HRD, Business, Coaching).

**Key Competencies:**

- Demonstrates engaging, clear and interactive design, development and delivery of behavioural skills content tailored to diverse audiences and contexts.
- Evidence excellence in facilitation, coaching and experiential techniques that drive behaviour change and transfer to work.
- Communicates with clarity and credibility, adapting style for both technical and non-technical stakeholders.

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|                     | <ul style="list-style-type: none"> <li>• Contributes to programme development and innovative approaches (e.g., skills hacks, modular pathways, action learning) to enhance learner engagement and outcomes.</li> <li>• Achieves high training satisfaction scores and uses feedback loops to continuously improve delivery.</li> <li>• Demonstrates ongoing professional development and a proactive approach to staying current with leadership &amp; learning trends.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>About QA</b>     | <p>At QA, we believe the future belongs to organisations that are able to learn, master and apply new skills at pace and scale. As the largest tech training company in the UK and the fastest growing in the US, we partner with 96% of the FTSE and most of the Fortune 500. We have served over 4,000 customers and 1+ million learners since 1985. We believe skills alone aren't enough but need to be applied back to the business in order to effect change. We do this through tailored learning programmes that connect learning across an organisation's siloes, create continuity for learners, and feature collaborative, cohort based modalities to apply skills at pace and at scale. Our unique end-to-end learning solution draws from deep expertise across apprenticeships and instructor-led training, and self-paced learning.</p> <p>Please find out more about us at <a href="https://www.qa.com/about/careers/">https://www.qa.com/about/careers/</a></p>                                                                                                          |
| <b>Safeguarding</b> | <p>QA is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs. We hold the expectation that all staff share this commitment in creating a safe and inclusive environment and as an organization, we comply with relevant legislation and best practices in safeguarding and safe recruitment.</p> <p>This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including:</p> <ul style="list-style-type: none"> <li>• an enhanced disclosure check</li> <li>• Child Barring list check</li> <li>• qualification checks</li> <li>• online checks</li> <li>• medical fitness</li> <li>• identity and right to work</li> </ul> <p>All applicants will be required to provide two references covering the previous three years and a Criminal Declaration form must be completed and returned ahead of interview.</p> <p>We look forward to welcoming dedicated individuals who share our commitment to safety and well-being.</p> |