

Role Profile	
Job Title:	Leadership and Business Principal Learning Specialist
Grade:	DG5
Reports to:	Delivery Operations Manager
Location and Working Pattern:	London – Virtual delivery with requirement to deliver from QA centres and client sites Flexible
Department:	Workforce Learning
Vetting required:	Standard DBS and potentially higher (if required)

About the role	
Summary:	As a Principal Leadership Learning Specialist, you will be responsible for the design, development and delivery of market-leading leadership and professional skills learning solutions for individuals and organisations. You will act as a senior subject matter expert across QA's leadership portfolio, providing strategic insight, thought leadership and innovation to shape our proposition and support business growth. You will work with clients, internal stakeholders and partners to develop impactful learning experiences that drive behavioural change, leadership effectiveness and measurable business outcomes. Alongside delivery excellence, you will lead portfolio development, mentor other learning specialists and contribute to QA's reputation as a trusted leadership development partner.
Role Responsibilities:	Delivering Excellence • 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. Leadership Learning Delivery • Lead the design, development and delivery of advanced leadership and professional skills programmes across virtual, classroom and blended learning environments. • Deliver immersive, engaging and transformative leadership learning experiences for audiences ranging from emerging managers to senior executives. • Facilitate leadership development programmes incorporating coaching, reflection, action learning and workplace application. • Present professionally in live virtual environments, blended learning and live customer-facing events. Portfolio Strategy & Innovation

- Provide strategic input into the Leadership & Business Skills portfolio roadmap.

Learning Design & Content Development

- Lead the creation and enhancement of leadership learning solutions, working collaboratively with Product, Design and Content teams.
- Author high-quality learning content, facilitator guides, learner resources and digital learning assets.
- Ensure programmes are evidence-based, learner-centred and aligned to adult learning principles and organisational outcomes.
- Support the development of scalable learning pathways, leadership academies and bespoke client solutions.

Stakeholder & Client Engagement

- Build trusted relationships with senior client stakeholders.
- Consult with organisations to understand leadership capability challenges and recommend appropriate learning solutions.
- Support business development activities through thought leadership, solution design and customer engagement.
- Represent QA at client meetings, industry events and internal forums.

People Mentorship & Capability Building

- Mentor and coach Senior Learning Specialists and Learning Specialists.
- Share expertise and best practice across the wider Learning function.
- Provide quality guidance and support peer development through observations and coaching.
- Act as a recognised leadership SME across QA.

Continuous Improvement

- Drive learner engagement, quality outcomes and continuous improvement initiatives.
- Analyse learner feedback and performance data to identify enhancement opportunities.
- Maintain personal expertise through ongoing CPD and engagement with leadership and learning industry developments.

Strategic Leadership Learning Delivery

**Your
Experience/Skills:**

- Exceptional facilitation, coaching and consultancy skills, enabling effective delivery of complex leadership and behavioural concepts to senior audiences.
- Extensive experience delivering leadership and professional skills programmes across virtual, face-to-face and blended learning environments.

Training Design and Development

- Proven experience leading the design and development of leadership learning solutions aligned to organisational strategy and measurable business outcomes.
- Strong understanding of adult learning theory, behavioural change and experiential learning methodologies.
- Experience developing scalable learning pathways, leadership academies and bespoke client programmes.

Subject Matter Expertise & Thought Leadership

- Deep subject matter expertise across leadership and professional skills disciplines.
- Ability to identify emerging trends and translate them into commercially relevant learning solutions.
- Experience contributing thought leadership through publications, speaking engagements, solution development or industry forums.

Stakeholder & Commercial Impact

- Proven ability to build credibility and influence senior client stakeholders.
- Experience supporting business growth through solution design, client consultation and proposition development.
- Strong commercial awareness and understanding of organisational leadership challenges.

People Development

- Experience mentoring, coaching and developing facilitators, trainers or learning professionals.

Wider Requirements

- Passion for leadership development and creating measurable performance improvement.
- Strong interest in organisational transformation, future skills and AI-enabled leadership.
- Excellent stakeholder management and relationship-building skills.

	Qualifications (Desirable): • Recognised leadership, coaching or learning credentials such as ILM Level 7, CIPD, EMCC or ICF accreditation. • Certification in the Emergenetics Psychometric framework • Degree (or equivalent experience) in Organisational Psychology, Leadership, Business, HRD, Coaching or related discipline. • PGCE or equivalent teaching qualification.
Key Competencies:	• Demonstrates recognised expertise in leadership development, organisational effectiveness and behavioural skills learning. • Designs, develops and delivers highly engaging, strategically aligned learning experiences for diverse audiences including senior leaders. • Acts as a trusted advisor and thought leader, influencing stakeholders and contributing to organisational capability development. • Leads innovation within the Leadership portfolio through new programmes, methodologies and learning approaches. • Builds strong client relationships and contributes to business growth through expertise and solution development. • Coaches and mentors colleagues, actively contributing to capability building across the Learning team. • Achieves consistently high learner satisfaction and quality outcomes whilst driving continuous improvement. • Demonstrates commercial awareness and strategic thinking in support of QA's growth objectives. • Maintains current expertise in leadership trends, workplace transformation, behavioural science and AI's impact on leadership practice.
About QA	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. Please find out more about us at https://www.qa.com/about/careers/



Safeguarding

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.

This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including:

- an enhanced disclosure check
- Child Barring list check
- qualification checks
- online checks
- medical fitness
- identity and right to work

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.

We look forward to welcoming dedicated individuals who share our commitment to safety and well-being.