

Role Profile	
Job Title:	Leadership and Business Learning Consultant
Grade:	DG6
Reports to:	Delivery Operations Manager
Location and Working Pattern:	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 Learning Consultant, you will provide strategic leadership development consultancy to organisations, designing and delivering tailored solutions that address complex business and capability challenges. Acting as QA's senior leadership development expert, you will partner with clients to diagnose organisational needs, shape leadership strategies and create impactful learning interventions that drive measurable business performance. You will lead the development of market-leading leadership solutions across areas such as AI Leadership, Change Leadership, Management Development, Leadership Effectiveness, Organisational Culture and Team Performance. You will establish trusted relationships with senior stakeholders and executive leaders, supporting business growth through consultancy, thought leadership, proposition development and strategic customer engagement. As a recognised thought leader, you will influence QA's leadership portfolio direction, contribute to market positioning and mentor colleagues across the wider Learning organisation, ensuring excellence, innovation and commercial impact.
Role Responsibilities:	• Strategic Learning Consultancy: Conduct organisational capability assessments, leadership diagnostics and learning needs analysis to design tailored leadership development solutions aligned with strategic business priorities. • Leadership Solution Design: Design, develop and deliver innovative leadership programmes, academies, workshops, coaching interventions and blended learning experiences that deliver measurable organisational impact. • Portfolio Ownership & Proposition Development: Shape and evolve QA's leadership and professional skills portfolio, identifying future capability requirements, market trends and commercial opportunities. • Thought Leadership: Serve as a recognised thought leader in leadership development, organisational effectiveness and workplace

	transformation, contributing to industry discussions, customer engagement and market-facing content. • Senior Stakeholder Engagement: Build trusted relationships with senior client stakeholders, executive sponsors and decision-makers, acting as a strategic advisor on leadership capability development. • Business Development & Commercial Contribution: Support pre-sales activity, bids, proposals and client solution design, leveraging expertise to drive growth and strengthen QA's market position. • Learning Delivery Excellence: Deliver executive-level learning experiences, leadership programmes, coaching engagements and facilitated workshops across multiple delivery environments. • Quality Metrics: 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. • Mentoring & Capability Building: Coach and develop Principal Learning Specialists, Senior Learning Specialists and wider Learning colleagues, promoting best practice and capability enhancement across the organisation. • Innovation & Continuous Improvement: Drive innovation in learning design, leadership development methodologies and emerging technologies, ensuring QA remains at the forefront of leadership capability solutions. • Professional Development: Maintain deep expertise in leadership, organisational development, behavioural science, AI and future workforce trends
Your Experience/Skills:	Strategic Consultancy & Capability Development • Significant experience conducting organisational diagnostics, leadership capability assessments and learning needs analysis. • Proven ability to design and implement strategic leadership development solutions that address complex organisational challenges. • Strong consultancy skills with the ability to influence senior leaders and executive stakeholders. Leadership Learning Design & Delivery • Extensive experience designing and delivering executive, senior leadership and management development programmes. • Expertise in creating contextualised and tailored learning solutions that drive behavioural change and business outcomes.

- Advanced facilitation, coaching and consulting skills, with the ability to engage diverse audiences from emerging leaders through to board-level executives.

Thought Leadership & Portfolio Development

- Demonstrable experience shaping learning propositions, capability frameworks or leadership development portfolios.
- Proven track record of identifying market opportunities and translating emerging trends into innovative learning solutions.
- Experience representing organisations as a subject matter expert through thought leadership, speaking engagements, industry forums or publications.
- Identify emerging trends and future skills requirements in areas such as:
 - AI Leadership
 - Leading Change
 - Strategic Leadership
 - Coaching & Mentoring
 - High Performance Teams
 - Organisational Culture
 - Communication & Influence
 - Leadership in Digital and Technology Environments
- Maintain visibility of competitor, vendor and partner offerings to identify opportunities for growth and differentiation.

Commercial & Stakeholder Impact

- Proven success supporting major bids, proposals and pre-sales consultancy activity.
- Experience building trusted relationships with senior client stakeholders and influencing strategic decision-making.
- Strong commercial acumen with the ability to align leadership solutions to business objectives and customer outcomes.

People Development

- Experience mentoring and developing learning professionals and subject matter experts.

Wider Requirements

- Passion for organisational capability development and leadership effectiveness.
- Strong interest in future workforce skills, AI and organisational transformation.
- Exceptional communication, influencing and relationship management skills.

Qualifications (Desirable):

- ILM Level 7, Chartered CIPD or equivalent senior leadership development qualification.
- Executive coaching accreditation (EMCC Senior Practitioner, EMCC Master Practitioner, ICF PCC or above).

	• Accreditation in recognised psychometric frameworks (e.g. Insights Discovery, DiSC, MBTI, SDI). • Degree or postgraduate qualification in Organisational Psychology, Leadership, Business, HRD, Learning & Development or related discipline. • PGCE or equivalent teaching qualification.
Key Competencies:	• Demonstrates recognised expertise in leadership development, organisational effectiveness and strategic learning consultancy. • Acts as a trusted advisor to senior leaders and executive stakeholders, helping organisations solve business challenges through capability development. • Designs and delivers innovative, tailored leadership solutions that create measurable organisational impact. • Shapes QA's leadership proposition and influences future portfolio direction through thought leadership and market insight. • Builds strong, credible relationships with clients, partners and internal stakeholders at all levels. • Contributes significantly to business growth through consultancy, solution design, proposition development and commercial support. • Coaches, mentors and develops colleagues, building capability across the wider Learning organisation. • Demonstrates outstanding communication, influencing and facilitation skills across executive and senior leadership audiences. • Drives innovation by applying emerging leadership, workplace, behavioural science and AI trends to learning solutions. • Maintains a strong commercial mindset, balancing customer needs, learning quality and business outcomes.
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.