

Person specification for the role of Learning & Development Specialist

Essential	Desirable
Recognised Assessor, Internal / External Quality Assurer qualifications (e.g. D32, D33, D34, D35 / A and V units / TAQA or international equivalent) or extensive experience in an assessment and/or quality role.	Experience working with government and non-profit organisations.
Level 5 or above Leadership and / or Management qualification or equivalent professional certification, Learning & development Specialist and/or background	Knowledge of digital credentials.
Deliver excellent customer service in line with Service Level Agreements. Providing constructive feedback to the customer using a personal, positive approach.	Experience of change management in large/complex organisations.
Provide support, guidance and consultancy to customers, City & Guilds and other organisations as requested by City & Guilds (e.g., customers seeking approval, organisations we might partner with).	Participating in training and development activities, required by City & Guilds, to perform their role as a Learning & Development Specialist in line with requirements set by City & Guilds
Conduct and document activities as requested by the Skills Solution Service Delivery Team in line with service level agreements. Maintaining communication through all stages of the process.	
Participate in training and development activities, required by City & Guilds, to perform their role as a Learning & Development Specialist in line with requirements set by City & Guilds, updating CPD records annually.	

Strong analytical and critical thinking skills with the ability to apply a range of approaches to meet the needs of the customer.	
Excellent verbal and written communication skills with a detailed approach to deliver accurate reports to customers.	
Professional IT skills and able to use computers, software, online tools, systems and apps, including video meeting programmes, efficiently and effectively	
Current or recent relevant experience of working in a range of learning and development settings including corporate/commercial.	
Extensive knowledge of the principles, procedures and processes of effective assessment and quality assurance including the planning, design, delivery and monitoring of training, quality assurance systems and assessment	
Extensive knowledge of leadership, management, coaching and enterprise standards	