

Learning and Development Specialist

Role overview	Conduct benchmarking and quality monitoring activities of external organisations' learning and development programmes for Assured, ILM Recognised and Accreditation products.
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1. Benchmarking and quality monitoring activities

1.1	Provide the customer with an in-depth and clear explanation of the product requirements, how these can be applied in the context of the customer's programmes and the stages involved in the quality benchmarking process.
1.2	Review documentation and information provided by the customer against the product requirements to plan and carry out the activity, accommodating the customer's set-up and circumstances and make an evidence-based recommendation for the outcome of the activity.
1.3	Engage collaboratively with a range of stakeholders within the customer's organisation, including L&D professionals, trainers and participants, to gain a comprehensive understanding of the organisation's quality systems and processes.
1.4	Complete documents, following requirements set by City & Guilds, to accurately reflect the customer organisation's context.
1.5	Provide customer with clear and accurate feedback, using a customer centric approach, in writing and verbally (where required).
1.6	Produce, proofread and submit the report, capturing the findings from the activity accurately and clearly, to confirm the recommended outcome of the activity.
1.7	Manage timelines for the customer, in accordance with the customer's needs, whilst keeping City & Guilds informed of any changes to timelines.
1.8	Prepare for, organise and lead working sessions with customers, following guidance set by City & Guilds.
1.9	Provide support and guidance in relation to Assured, if requested by City & Guilds.

2. Subject matter expertise

2.1	Understand and apply complex learning and development concepts, strategies and best practice in the context of the product requirements.
2.2	Keep up-to-date with the latest product requirements and documentation.
2.3	Attend, participate and engage in training and standardisation activities.
2.4	Complete requirements in personal action plans.
2.5	Maintain and submit, as requested, CPD records.

3. Communication

3.1	Inform City & Guilds immediately if unable to complete allocated work or if there are any risks to being able to meet deadlines set, with a clear explanation of the risks and impact on timescales and deadlines originally discussed.
3.2	Respond to phone calls and emails within 2 working days.