Person specification for the role of Learning & Development Specialist

Essential	Desirable
Deliver excellent customer service, demonstrating the skills and behaviours required of Assured Consultants and in full compliance with the Service Level Agreements set out for Assured.	Relevant experience of working with government and non-profit organisations.
Conduct and document approval and renewal activities for Assured customers, when requested by the Skills Solution Service Delivery Team.	Knowledge of digital credentials
Provide support, guidance and consultancy to Assured centres, City & Guilds and other organisations as requested by City & Guilds (e.g., customers seeking approval, organisations we might partner with).	Experience of change management principles and procedures within large/complex organisations.
Participate in training and development activities, required by City & Guilds, to perform their role as an Assured Consultant in line with requirements set by City & Guilds	
Maintain a thorough and up-to-date knowledge of City & Guilds/ILM recognition services and related IT systems to contribute to the delivery of consistently high-quality service and experience for customers.	
Level 5 or above Leadership and / or Management qualification or equivalent professional certification, recognition and/or background	

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.	
Professional background in learning and development.	
Current or recent relevant experience of working in a range of learning and development settings including corporate/commercial.	
Proven track record in meeting demanding Service Level Agreements (i.e. short-turn around and high-quality standards).	
Up-to-date experience of assessing and quality assuring training courses and / or vocational qualifications.	
Evidence of relevant up to date CPD which reflects the continuous development of knowledge and skills required of the role (see details below).	
Experience in developing training programs which involves using technology, digital content and learning management systems.	
Extensive learning and development consultancy experience, including experience either with recognised/reputable consulting companies or working with a variety of large clients or on high profile projects.	
Extensive knowledge of the principles, procedures and processes involved in planning, designing, delivering and evaluating training.	
Extensive knowledge of the principles, procedures and processes of effective assessment and quality assurance including the planning, design, delivery and monitoring of quality assurance systems and assessment	

Extensive knowledge of leadership, management, coaching and enterprise standards	
Excellent interpersonal skills which include confidence with and experience of working with a wide range of organisations and people at all levels, including senior level executives	
Excellent communication skills including expert use of the English language, both in written and verbal communication	
Excellent report writing skills and able to consistently provide clear, accurate concise feedback verbally and in writing	
Professional IT skills and able to use computers, software, online tools, systems and apps, including video meeting programmes, efficiently and effectively	
Excellent time management skills, which includes the ability to keep to Service Level Agreements, deadlines as well as responding and following up in a timely manner	
Excellent organisational skills and able to prioritise efficiently	
Detail focused, with excellent attention to detail, precision and high level of accuracy in documentation and reporting	
Strong customer focus, always delivering an excellent customer service, making the customer feel important, respected and at ease; and providing advice, support and constructive feedback in a positive way	
Professional creativity including the ability to apply a range of approaches, based on the needs of the customer, to bring out all relevant evidence without compromising the integrity and the quality of the process	

Adaptable and flexible, with the ability to work with a range of different organisations, taking a highly personalised approach, while following set processes	
Reliable and able to work independently and to deliver to agreed deadlines or set Service Level Agreements	
Resilience and able to work under pressure and to tight deadlines	
Strong analytical and critical thinking skills	