

Lead Learning & Development Specialist	
Role Overview	Evaluate the application of the relevant standards and measures by the Learning & Development Specialists through targeted quality sampling of activities to inform their risk rating and to support continuous product improvement.
1. Quality assurance activities	
1.1	Develop content for training, standardisation and updates, liaising with relevant teams.
1.2	Lead product training and standardisation sessions for Learning & Development Specialists, in collaboration with relevant teams.
1.3	Implement sampling plans, in line with the sampling strategy, and complete the relevant documentation.
2. Associate activities	
2.1	Maintain own subject matter expertise by undertaking the role of a Learning & Development Specialist.
3. Associate support	
3.1	Manage and support a team of Learning & Development Specialists to ensure high standards of practice and consistent performance.
4. Advice to City & Guilds	
4.1	Support the City & Guilds team with the recruitment, selection and training of new Learning & Development Specialists.
4.2	Provide support to the City & Guilds teams on quality assurance queries, customer complaints and appeals, as required.
4.3	Contribute to the annual review process of Learning & Development Specialists.
4.4	Identify patterns and trends as part of the sampling and prepare reports on product improvement.
5. Communication	
5.1	Respond to phone calls and emails within two working days.
5.2	Inform City & Guilds immediately if unable to complete allocated work or if there are any risks to meeting agreed deadlines.

All duties must be carried out in accordance with City & Guilds procedures and instructions.