

Role and person profile

Post title:	Nexus Training Lead	Location:	Manchester
Division:	BSG	Department:	Change
Responsible to:	Head of Nexus Business Change	Responsible for:	Nexus Trainers, Administrators and Content Creators
Post No:	XXXX		
Scale:	Scale 8		
Type of role:	Fixed term for two years		

Section 1 – Accountabilities

Main role purpose

To plan and oversee all aspects of training delivery for an IT-enabled transformation programme (known as Nexus). The programme will implement a new operational system used by approximately 1500 employees and 35,000 external users, and also includes the design and delivery of an associated IT support model for the new operational system; and a cultural change programme. A broad range of training, education and performance support activities are required to support the various programme implementations, and enable speedy business adoption of the new systems and ways of working. Training delivery is required over a relatively long period of time in order to accommodate AQA's annual delivery cycle.

The role of the Training Lead is to work with the programme change team, delivery teams, and AQA leadership and management teams to scope and plan all training activities, and ensure they are delivered to time and quality. To track and report project delivery and progress. To identify and manage dependencies, risks and issues. To hold all team members to account for their areas of delivery within the Training Plan.

Key accountabilities

1. Develop, maintain and track progress of the Nexus Training Plan, factoring in best-practice training knowledge and experience, along with local AQA training expertise, processes and systems. ensuring key milestones are identified and communicated to key stakeholders.
2. Lead (via matrix-management) a cross-functional training team to plan and deliver all aspects of training before and post go-live, including analysis, training content creation, training delivery, scheduling and logistics, certification, data and environments, learning management systems, and success factors.

3. Collaborate with colleagues from AQA and third parties to identify and manage all dependencies, and proactively ensure an appropriate training service is planned and delivered to meet all programme and customer needs.
4. Report on risks, issues and progress to the change team, programme delivery team, and programme senior sponsors.
5. Contribute to general business transition planning as member of the change team.

Complexity/decision making

Required to analyse and manage multiple inter-dependent training-related activities driven by different programmes and stakeholder requirements. Work in a matrix-managed environment with competing change needs and drivers.

Section 2 – Key relationships

Key internal relationships:

- Head of Nexus Business Change
- AQA change team
- Nexus delivery team
- BSG leadership and management teams
- AQA Operations leadership and management teams
- AQA People Group
- AQA Corporate Services

Key external relationships:

- External specialists and consultants
- External service suppliers
- (Senior) associates and centres.

Section 3 – Person profile

Knowledge	Assessment
General understanding of the typical IT-enabled transformation programme environment	A/I/P
An excellent understanding of training, education and development theory, methodologies and tools	A/I/P
Qualification	
Desirable – degree level or equivalent experience	A
Desirable – project management qualification or equivalent experience	A
Skills	
Strong people management skills with the ability to inspire and motivate team members and other colleagues to meet deliverables and adhere to agreed processes and ways of working	I/P
Ability to work effectively across all levels of the organisation, leading by example to develop and maintain effective working relationships with a range of partners and stakeholders	I/P

Excellent communication skills including the ability to work collaboratively, negotiate, influence and provide constructive challenge	I/P
Analytical with the ability to apply this in the identification of individual and group learning needs, and interpretation of training needs analysis information	I/P
Able to solve problems and unblock challenges that may hinder project progress	I/P
Able to coach project members in sound project discipline without over burdensome project theory and models	I/P
Assertive and resilient to be able to challenge project members and stakeholders when they are not delivering on their accountabilities	I/P
Data savvy and able to analyse, interpret and report back complex information in a meaningful way	I/P
Ability to resolve problems and adapt to change in a fast-moving environment	I/P
Regularly displays courage and calmness under pressure; and actively encourages others to do the same	I/P
Experience	
Experience of working on IT-enabled transformation programmes	A/I/P
Experience of delivering complex training and education packages	A/I/P
Experience of line and matrix management	A/I/P
Project management experience	A/I/P
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation