

ROLE PROFILE

Role Details

Job Title: Technical Developer (Qualifications & Training)	Department: Product Development
Responsible for: No direct line management responsibility	Location: Head Office, Stoneleigh
Line Manager Job Title: Product Development Manager / Qualifications Development Manager / Head of Product	Created: April 2024 Last Updated: March 2025

Job Goal

As part of an Awarding Organisation providing educational products across industries such as agriculture, the built environment, and farming, the Technical Developer will play a crucial role in the design, development, and evaluation of a variety of products, including qualifications, instructor-led training programs, and e-learning. Your primary focus will be on managing the development of these products from concept through to delivery, ensuring they meet market demands, industry standards, and customer needs. You will work closely with internal teams and external stakeholders to ensure that products are designed and developed to the highest standards of training and assessment best practices, while also adhering to the requirements of key regulatory bodies. You will contribute to the continuous improvement of products by incorporating feedback and performance data, ensuring our educational offerings remain competitive and effective in meeting learner and industry needs.

Role Responsibilities

Responsibility	Outcome and measures
Project Management: You will manage the development of assigned projects, from creating detailed project plans and scheduling tasks to allocating resources and ensuring timely product delivery. This includes scoping, designing, and developing products such as instructor guides, qualification specifications, assessments, and other support materials. You will collaborate with internal and external stakeholders to ensure successful project execution, while also conducting analyses of market trends, competitor strengths, and customer needs to inform development decisions and enhance product competitiveness.	<ul style="list-style-type: none"> • 80% of projects completed on or before the deadline and within budget. • High-quality product development, evaluated through customer feedback and internal reviews. • Successful collaboration with teams and stakeholders, leading to effective and timely project delivery. • Enhanced product competitiveness, measured by market performance and customer satisfaction. • Clear, well-documented project management processes that drive efficiency and clarity.
Stakeholder management: You will work closely with subject matter experts and other stakeholders to ensure product development aligns with industry needs. This includes contracting and managing external contributors, providing clear timelines and	<ul style="list-style-type: none"> • Successful management of subject matter experts, ensuring contributions meet project timelines and expectations. • Effective stakeholder communication, measured by regular feedback and engagement levels.

<p>expectations. You will also be responsible for presenting product updates, engaging stakeholders with clear, confident communication, and adapting your presentation style to suit the audience.</p>	<ul style="list-style-type: none"> • High-quality presentations, delivered confidently and persuasively, resulting in clear understanding and buy-in from stakeholders. • Timely responses to stakeholder inquiries and issues, resolving concerns efficiently. • Positive feedback on stakeholder management and communication efforts.
<p>Training Products and Qualifications Development and Maintenance: You will manage the development and ongoing maintenance of qualifications, training products, or refresher products. This includes designing content, structuring units or modules, and ensuring that assessments are valid, reliable, and appropriate. You will work with internal teams to adapt best practice processes for product development and collaborate with external stakeholders to meet customer needs. You will ensure timely updates and improvements to products based on market feedback, performance data, and regulatory requirements.</p>	<ul style="list-style-type: none"> • Successful development and launch of new products within the training portfolio. • Products maintained and updated regularly, based on feedback and industry changes. • High customer satisfaction with products, measured through feedback surveys. • Timely adjustments to products to ensure ongoing market relevance and fit. • Effective collaboration with stakeholders throughout the product development process.
<p>Designing Products and Assessments: You will design products—whether qualifications, or training programs—by structuring content appropriately at the right knowledge level. You will follow internal development processes and take over mid-development products when necessary. You will create valid, reliable assessments, develop product documentation, and capture assessment methodologies for internal and external audits. You will also ensure that the products you develop meet cognitive demand requirements and align with customer and regulatory needs.</p>	<ul style="list-style-type: none"> • Product assessments that meet quality and reliability standards, measured by internal reviews and regulatory audits. • Product designs that are clear, accurate, and aligned with learner needs. • Clear and accurate product documentation, including qualification specifications and instructor guides. • Positive feedback from customers, learners, and regulatory bodies on the quality of products and assessments. • Products developed and structured to support learner success and market fit.
<p>e-Learning Development and Maintenance: You will assist in the development and maintenance of e-learning products, including creating comprehensive storyboards and developing interactive learning materials. You will collaborate with the Product Development Manager for e-Learning, working on multimedia integration and ensuring that e-learning content is both engaging and effective. You will create SCORM-compliant content where required, and ensure that the e-learning materials meet accessibility and industry standards.</p>	<ul style="list-style-type: none"> • High learner engagement and satisfaction with e-learning products, measured by completion rates and feedback. • Timely and effective updates to e-learning products, based on performance and customer feedback. • Positive collaboration with the e-learning team, ensuring streamlined development and delivery. • High-quality e-learning content, evaluated by user experience ratings and internal reviews. • Seamless integration of multimedia elements, enhancing the overall learning experience.
<p>Quality Assurance: You will implement quality control processes throughout the product development lifecycle, ensuring that all products meet internal and external</p>	<ul style="list-style-type: none"> • Products that consistently meet internal and external quality standards, validated through reviews and audits.

<p>standards. This includes conducting reviews of training materials, qualifications, and assessments to ensure they are accurate, clear, and compliant with regulatory requirements. You will also collaborate with Product Development Managers to ensure consistency and quality across all product types.</p>	<ul style="list-style-type: none"> • Minimal product errors and strong compliance with regulatory requirements. • Clear and documented quality assurance processes. • Positive feedback from internal and external quality audits. • Accurate and high-quality product content, reviewed regularly.
<p>Collaboration: You will work closely with the other product team members and cross-functional departments to ensure the successful delivery of products. This includes maintaining strong organisational and time-management skills to manage multiple projects simultaneously. You will foster a collaborative work environment, supporting team goals and contributing to the success of the product development process.</p>	<ul style="list-style-type: none"> • Effective collaboration within and across teams, demonstrated by project success and team feedback. • Efficient management of multiple projects, ensuring all deadlines are met. • Strong communication and teamwork, enhancing product development outcomes. • Positive feedback from colleagues on collaborative efforts and teamwork. • Increased productivity through efficient collaboration.
<p>Customer research and customer support: You will conduct comprehensive research to understand market dynamics and competitor positioning, identifying strengths, weaknesses, and areas for product differentiation. Additionally, you will gather and analyse customer feedback through interviews, surveys, and focus groups, identifying issues or challenges faced by customers and providing creative, innovative solutions. Your insights will directly contribute to improving existing products and informing the development of new offerings, ensuring that customer needs are met and exceeded.</p>	<ul style="list-style-type: none"> • Comprehensive competitor research completed, resulting in clear strategies for differentiation and competitive advantages. • Identification and resolution of customer challenges, leading to improved customer satisfaction and product refinement. • Successful execution of customer interviews, surveys, and focus groups, providing actionable insights for product improvement. • High customer satisfaction, measured through feedback and reduced customer complaints. • Continuous innovation and product improvement based on customer insights and market analysis.

Role Dimensions

Budget responsibility:	Number of Direct/Indirect Reports:
There is no direct budget responsibility, however, the post holder will have to ensure that Purchase Orders are diligently initiated as required for project work that is required within your direct or indirect purview and be skilled tracking development costs.	No line management responsibility

Person Specification

Knowledge / Skills Required

Essential	Desirable
<ul style="list-style-type: none"> • Strong project management skills, with experience in educational product development. • Knowledge of UK qualification frameworks (RQF, SCQF) and assessment best practices. • Familiarity with e-learning tools and Learning Management Systems (LMS). • Excellent presentation and communication skills, with the ability to engage stakeholders. • Strong attention to detail and ability to follow internal development processes. 	<ul style="list-style-type: none"> • Experience in working with Awarding Organisations or regulatory bodies. • Knowledge of instructional design principles for both classroom-based and e-learning products. • Familiarity with e-learning tools and Learning Management Systems (LMS). • Proficiency in multimedia tools such as Articulate 360, Rise, or Adobe Creative Cloud. • Understanding of accessibility and usability standards for educational content. • Knowledge and/or understanding of the industries/sectors Lantra works with.

Experience

Essential	Desirable
<ul style="list-style-type: none"> • At least 1 year of experience in developing educational products (qualifications, training, or e-learning). • Experience in managing projects within a timeline and budget, with a focus on delivering high-quality outcomes. • Demonstrated success in collaborating with internal teams and external stakeholders. • Experience with assessment design and product documentation. • Proven ability to work within a structured development process. 	<ul style="list-style-type: none"> • Previous experience working with e-learning platforms and digital content development. • Familiarity with UK qualification regulations, including Ofqual and other governing bodies. • Experience in conducting customer research and gathering feedback for product improvement. • Experience with digital authoring tools and LMS administration.

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Good secondary level of education (GCSE English grade C (4) or equivalent) 	<ul style="list-style-type: none"> • A101: Introducing the Principles of Assessment (or similar). • Professional Body Memberships

Behaviours

Essential	Desirable
Customer First	<ul style="list-style-type: none"> • Continually seeks improvements to customer service • Aims to solve customer problems quickly and in full • Rises to challenges to take ownership of customer issues
Commercially Driven	<ul style="list-style-type: none"> • Understands the business structure and their role in achieving business plan • Strives to get think commercially to achieve cost savings • Looks to streamlining process, costs and resources to focus on adding value

Collaborative	<ul style="list-style-type: none"> • Encourages effective communication across all levels • Shares knowledge and information • Asks questions and checks understanding
Camaraderie	<ul style="list-style-type: none"> • Shares knowledge and information with team members and colleagues across teams. • Recognises and responds when others require help and support • Is approachable and open to the ideas of the team
Leadership	<ul style="list-style-type: none"> • Acts as a role model of the corporate values and behaviours • Develops trust by delivering on promises and communicating all changes • Engages with others and makes suggestions or offers help when it is needed
Personal Effectiveness	<ul style="list-style-type: none"> • Take ownership of a task they have been allocated and follows through • Plans ahead and communicates these plans to those who need to know • Is more proactive than reactive in their approach • Is adaptable when the needs of their role or the organisation changes