

	<h2>Job Description</h2>
JOB TITLE:	Technical Content Manager
Accountable to:	Senior Technical Content Manager
Staff managed:	N/A
PURPOSE OF THE JOB	
<p>The Technical Content Manager (TCM) is responsible for the creation and management of technical content assets for an agreed portfolio of products in line with identified user needs and agreed proposition designs and to an agreed delivery schedule and budget.</p> <p>The role requires managing the creation of technical content assets including secure test content and regulated syllabus specifications, setting and management of qualification standards through technical content, and monitoring the lifecycle of live technical content. The TCM is also responsible for the recruitment and management of a team of external consultants, working with the Senior Technical Content manager and the Head of Technical Content, to ensure Trinity’s technical content creation procedures are followed, and that high-quality content is developed and reviewed effectively.</p> <p>The TCM will work collaboratively across the matrix, both within the Sector Strategies Coordination and across the business.</p>	
KEY ACCOUNTABILITIES & TASKS	
<ul style="list-style-type: none"> • Content creation and management: Be responsible for the creation and management of technical content for a defined portfolio of products, including syllabus specifications, confidential test content and other assessment content as required, in line with identified user needs and agreed proposition designs and to an agreed delivery schedule and budget • Consultants: Recruit, train and oversee external consultants and/or work with external agencies as necessary to create new technical content • Quality: Ensure all technical content – whether produced ‘in-house’ or by third parties – is accurate, precise, of high quality; work with the Senior Technical Content Manager and the Head of Technical Content on the design and implementation of technical content standards and suitable quality assurance processes and procedures in relation to the technical content for a defined portfolio of products, including pre-testing activity and bias review activities as appropriate • Standard-setting: Work closely with the Head of Technical Content on standard-setting activities in relation to a defined portfolio of products including qualification content, construct, Performance Level Descriptors (PLDs), bank calibration, creation of comparable papers / test forms and other aspects as required 	

- **Process management:** Be responsible for management of / adherence to agreed processes for developing new technical content
- **User-centredness:** Maintain a good understanding of how Trinity's global technical content users (including candidates, teachers, parents, examiners, reps etc.) and other stakeholders across all Trinity subject areas and markets interact with Trinity's technical content, and of their key needs / pain points
- **Data analysis:** Adopt an evidence-based approach to govern the content creation cycle; manage the cycle of live technical content by analysing exposure and usage data
- **Review:** Conduct annual review of technical content creation processes and resources, including quality assurance and bias review processes.
- **Technology:** Keep up to date with relevant technologies a) to improve quality / efficiency of technical content creation and management (e.g. item banking technologies); and b) to support the Content Producers in the User Content team by ensuring materials reflect latest (digital) principles and methodologies
- **EDI:** Follow agreed processes to ensure that all Trinity technical content is sensitive and relevant to the diversity of its global audience; as part of this, ensure the needs of SEND users are understood and provided for within technical content; work with the Assessment Coordinator (Special Needs) to provide modified exam materials and special provision for SEND candidates as needed
- **Third party content usage:** Be aware of law surrounding use of third-party content; ensure all third-party content usage is logged and effectively managed, and that third-party content is always used legally
- **User content support:** Liaise with Content Producers within the User Content team to support the creation of materials that accurately reflect the knowledge skills and abilities (KSAs) measured by Trinity's established qualifications
- **Skills development:** Work with the Senior Technical Content Manager and the Head of Technical Content to identify suitable training and upskilling opportunities to build the expertise within the Technical Content team in areas including standard-setting, assessment design, technical content quality assurance etc.; attend / present at external conferences
- **Examiner standardisation:** Work with the Head of Technical Content and with subject specialists within the Subject directorate to agree how technical content and standard-setting expertise can be fed in to examiner recruitment, training and standardisation activities as appropriate
- Other tasks as required by the business

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- A first degree qualification in a relevant subject area (Essential)
- A postgraduate qualification in a relevant subject (Desirable)
- Certificate in teaching in a relevant subject area (Desirable)

- Diploma in a relevant subject area (Desirable)

ESSENTIAL SKILLS REQUIRED:

- Experience of managing the creation of technical content within your subject area
- Knowledge of the various stakeholders (i.e. candidates, preparation courses, test users) within the context of your subject area
- Range of experience in teaching, examining, materials development in your subject area and assessment principles, or willingness to learn
- Ability to read and understand basic assessment indices (i.e., facility values, discrimination index, rater reliability etc.), or willingness to learn
- Experience of developing / knowledge of suitable quality assurance processes in relation to technical content e.g. cultural bias reviews
- Excellent IT skills; experience of implementing digital processes desirable
- Highly efficient organisational and administrative skills
- Self-motivated, proactive and able to operate autonomously
- An excellent team worker
- Excellent interpersonal and communication skills and ability to work creatively with people from a wide range of backgrounds and cultures
- Excellent proof-reading skills and a keen eye for detail
- Ability to manage workloads, to prioritise work and to balance the demands of short-, medium and long-term priorities to meet deadlines and to keep within defined financial parameters.

CONTACTS: INTERNAL AND EXTERNAL

- Trinity colleagues abroad and in the wider Trinity network
- Examiner panels
- Examination centres
- Professional / regulatory organisations e.g. EALTA, UKALTA, IATEFL, ALTE, NARIC, Ofqual, MU, ISM, CDMT etc.
- External suppliers where necessary
- Any other individual or organisation calling on Trinity where this post is a point of contact

FINANCIAL PARAMETERS

Needs to seek approval before incurring or committing to spend and must have an ability to work within prescribed budgets.