 **Job description and person specification**

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| **Job Title** | **Knowledge Coach** |
| **Reporting to** | **Sector Manager** |

**Overall purpose & scope of role**

The main purpose is to deliver an outstanding teaching and learning experience for learners against the knowledge based core element of the care frameworks. Ensuring as many learners achieve their core qualification as possible using a range of teaching and coaching methods embracing digital technology.

**Key duties**

**People:**

* Work in partnership with Vocational & Skills Coaches to support effective knowledge delivery to learners
* Upskill and continuously develop vocational coaches on imparting knowledge delivery to learners through 1:1, group or on line mediums
* Ensure own CPD and professional competency is maintained
* Strive to maintain positive working relationships across the team
* Maintain a flexible approach to support your team and the wider business
* If you speak welsh and your learner speaks welsh, ask them if they wish to speak welsh with you during their training sessions.

**Quality & Compliance:**

* Support learners to achieve their core qualification in accordance with agreed targets and timescales.
* Deliver high quality teaching, coaching, assessing through blended learning to verify skills, knowledge and competence of learners
* Be accountable for the accurate tracking and reporting of learner progress against plan using digital portfolio
* Prepare and put forward learners for core qualification examinations only when ready by monitoring revision and mock exam pass rates
* Track, monitor and record session delivery satisfaction rates
* Manage and maintain quality and compliance measures against targets
* Access management reporting systems to keep up to date with relevant compliance measures.
* Where required, invigilate learner tests to the frequency needed both internally and externally to ensure awarding body compliance
* Keep up to date with and adhere to company, policies and procedures at all times
* Demonstrate a commitment to safeguarding. Playing your part to protect colleagues and learners against all types of bullying, radicalisation or abuse
* Take responsibility for the protection of data in line with policies and procedures

**Stakeholders:**

* Provide high levels of customer service to learners and employers at all times
* Encourage and motivate learners to achieve targets
* Provide relevant information, advice and guidance in order to support learner progression
* Support internal stakeholders with accurate forecasting of learner activity and providing information and documents as required
* Actively participate with external stakeholders during audits and quality inspections
* Promote a positive and professional image of the company and all of the services it delivers through excellent customer service
* To demonstrate and uphold the company values, creating a great place to work for all

**Growth:**

* Activity promote additional services to employers and learners
* Work to maintain a full caseload, managing learners to complete their learning on time
* Contribute positively to growth of the business by controlling costs

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| **Knowledge, skills and behaviours required for the role:** |
| **Criteria** | **Indicators** |
| Knowledge & Desirable Experience | * Recent experience of working within the relevant delivery sector (essential)
* Working knowledge of the education and training sector
* Experience in teaching vocational training
* Experience in developing lesson plans, content and curriculum to deliver training
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| Desirable Qualifications | * Vocational qualifications at the same level or higher of those being delivered (essential)
* Full driving licence
* Relevant teaching qualification
* Level 4 Information, Advice and Guidance
* Level 2 English and maths
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| Skills | * Organisational skills and a sound attention to detail
* Competent in the use and purpose of technology with strong IT skills in Microsoft office, learner management systems and Virtual learning environments
* Excellent written, verbal and communication
* Excellent numeracy
* Ability to manage targets and deadlines
* Positive influencing
* Ability to lead training and development session
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| Behaviours | * Positive and engaging
* Inclusive and supportive
* Innovative and solution orientated
* Committed to high levels of customer service
* Self-motivated and goal orientated
* Enthusiastic and flexible team player with high expectations of self and others
* Seeks ways of continuous improvement
* Diligent approach to compliance
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