 **Job description and person specification**

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

**Overall purpose & Scope of role**

Responsible for the pastoral support and delivery of outstanding teaching and learning for learners. Ensuring as many learners achieve their Functional Skills qualifications as possible and supporting additional learning needs using a range of teaching and coaching methods embracing digital technology.

**Key duties**

**People:**

* Work in partnership with Vocational Coaches to support effective delivery to learners
* 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

**Quality & Compliance:**

* Ensure all learners in your team have completed the diagnostic assessments to gain an understanding of both Functional Skills and SEN needs. Carry out the diagnostics where appropriate.
* Manage a caseload of SEN and Functional Skills learners to ensure they have the appropriate support to complete all qualifications.
* Research and make use of special facilities and/or equipment to remove barriers to learning and fully utilise tools such as Do-it-Profiler and BKSB.
* Undertake exam invigilation, in-line with company policy, and ensure special measures are implemented for eligible learners with ALS ensuring awarding body compliance
* Support learners to achieve their qualifications in accordance with agreed targets and timescales.
* Deliver high quality teaching, coaching, assessing through blended learning to verifying skills, knowledge and competence of learners
* Be accountable for the accurate tracking and reporting of learner progress against plan using digital portfolio
* Conduct timely progress reviews with all learner in your caseload in line with delivery model and stakeholder requirements
* Manage and maintain quality and compliance report statistics to the targets set for acceptable levels
* Access management reporting systems to self-serve on other relevant and compliance measures.
* 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:**

* Work with Curriculum Managers to develop a wide range of resources to support learners with ALS and Functional Skills needs.
* 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 such as audit reviews or 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:**

* Ensure funding is maximised for supporting learners via ALS
* 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 | * Experience teaching and/or supporting NEET learners * Understanding of complex safeguarding needs * Working knowledge of supporting ALS and Functional Skills learners * Experience in developing lesson plans, content and curriculum to deliver training with a focus on Functional Skills and addressing additional learning needs * Experience in working with learners with mental ill health and or Special Education Needs and Disabilities |
| Desirable Qualifications | * Level 4 Certificate in Supporting the Learning of Learners with Special Educational Needs and Disability (SEND) * Level 4 Certificate in Education and Training (or equivalent) * Level 4 Information, Advice and Guidence * Full driving licence (mandatory) * Relevant teaching qualification * Level 2 English and maths |
| Skills | * Counselling & Information, Advice and Guidance * 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 |
| 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 |