

## Role Profile

<b>Job Title:</b>	Business Administration Skills Coach / Tutor
<b>Department:</b>	Professional and Medical Services
<b>Responsible to:</b>	Curriculum Lead – Professional Services

### Main purpose of job:

To deliver innovative and inspirational coaching which covers the skills, knowledge, and behaviours relevant to the occupational sector, whilst providing effective learner support. Also responsible for the day to day operations of a caseload of learners on apprenticeship programmes through reviewing, managing, guiding, assessing and preparing learners/employers for the end point assessment within the Business Admin sector

### Main Duties:

- To prepare, agree and review apprenticeship training plans in accordance with awarding organisations specifications and standards, ensuring the effective evaluation of such programmes.
- To assess and support learners on level 2 Customer Service and level 3 Business Administration with portfolios and support in preparation for their EPA to enable learners to complete the required standard.
- To design, deliver and co-ordinate Online Business Admin Knowledge classes
- Support the learners and employers through setting relevant work-based projects and assisting with the portfolio build to showcase for the end point assessment for both Level 2 and 3.
- To visit and observe learners in their place of work to gather the required quality evidence towards their Apprenticeship.
- Conduct reviews, face to face or through Teams with the employer and learners reviewing skills, knowledge and behaviours through reviewing and setting of smart targets including English and Maths.
- To effectively manage the Quality Assurance process of qualifications in line with awarding organisation specifications and standards in order to continuously improve the learner journey.
- To effectively manage the learning process, ensuring the safety and wellbeing of learners, including the management of learner behaviour to maximise their development opportunities.

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- To ensure the safety and wellbeing of all learners in all work related and learning environments in accordance with the company's safeguarding policy, health and safety policy, equality and diversity policies and code of conduct as part of the organisations duty of care.
- To carry out regular risk assessments of the learning process and associated environments, in accordance with the company's risk assessment policy and procedure, and accordingly implement any relevant control measures/action plans.
- To professionally liaise and work with all key stakeholders involved in the learning process to ensure full integration, support and promotion of the company's services, including relevant external organisations.
- To be responsible for self-development including Continuous Professional Development and competence, incorporating both academic and professional training, in line with the Institute for Learning Code of Professional conduct and awarding body requirements.
- To initially assess and induct learners onto the BA/CS apprenticeship programmes and support all learners to establish and maintain secure employment.
- To establish positive working relationships with employers and supporting them on matters relating to their apprenticeship training needs and development in preparation for the end point assessment.
- Complete relevant training qualifications in line with ESFA and current legislation and ensure that all activities follow ESFA funding contract and audit requirements.
- To demonstrate knowledge and compliance with regards to GDPR and all associated Data Protection legislation. This includes having due regard for any personal data that you may come into contact with in your role which includes learners/ customers/ staff

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## Person Specification

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**Department:** Professional and Medical Services

**Responsible to:** Curriculum Lead – Professional Services

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>Accredited qualification minimum Level 2 in Literacy, Numeracy and ICT</li> <li>Comprehensive knowledge of all Company Safeguarding, Health and Safety policies and procedures and their application.</li> <li>Comprehensive knowledge of relevant vocational sectors.</li> <li>Robust knowledge of vocational occupational qualifications and curriculum including Functional Skills, Vocational and Work Skills and Behaviours.</li> <li>Strong knowledge of Health &amp; Safety legislation and how to implement effective policy.</li> <li>Strong knowledge of Equality &amp; Diversity and safeguarding and how to implement effective policy.</li> </ul>	<ul style="list-style-type: none"> <li>Possession of a professional qualification in accordance with occupational position held (e.g. an assessor/internal verifier's award and vocational qualification – minimum level 3).</li> <li>Knowledge of quality assurance practice (assessment processes) is desirable.</li> <li>First Aid Qualification</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>Strong interpersonal skills, active listening skills and excellent ability to coach/mentor to aid learner progression.</li> <li>Strong organisation and administration skills in the handling and completion of all learner programmes and associated documentation on a timely and accurate basis to contractual requirements.</li> <li>Strong ICT skills with proficiency with word, Excel, PowerPoint in</li> </ul>	<ul style="list-style-type: none"> <li>Experience of curriculum design, development and delivery within the relevant occupational sector</li> <li>Excellent &amp; proven understanding of assessment strategies that aid the engagement of learners</li> </ul>

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	<p>the development and compilation of learner materials documentation and records.</p> <ul style="list-style-type: none"><li>• High personal level of Literacy, Numeracy and ICT ability.</li><li>• Strong ability to deliver to established targets and deadlines in accordance with learner progression.</li><li>• Strong ability to be creative &amp; innovative in the design of learning materials &amp; their implementation in accordance with learner programme requirements.</li><li>• Demonstrate full competence in the continuous review, evaluation and enforcement of the learning programme effectiveness and delivery through such media as reflective practice.</li></ul>	
Behaviours	<ul style="list-style-type: none"><li>• Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core Values.</li><li>• Demonstrates an ability to support continuous improvement by offering innovative ideas and solutions which benefit the learning process.</li><li>• Demonstrates patient and empathetic behaviours in the effective and professional engagement with learners throughout the learning process which encourage high levels of learner performance.</li><li>• Demonstrates responsive and flexible behaviours in accordance with the needs of learners and the learning process.</li><li>• Demonstrates a strong and effective interaction with others</li></ul>	

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Criteria	Essential requirements	Desirable requirements
	as an effective team player and support to others.	

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