

Job Description – Learning Mentor

Located in	Reporting to	Hours
Manchester / Coalville / Burton	Head of English and Maths	37.5 per week in line with business need.

Job Purpose

To provide guidance and support to learners throughout their learning journey, playing a crucial role in helping them achieve their learning goals, stay motivated, and overcome any obstacles they may face during their programme.

Key Responsibilities

- Working with curriculum delivery teams to provide support related information which will help ensure learners are on appropriate programmes of learning based on their individual learning need.
- Facilitating learning support interviews and initial assessment/Cognassist activities following referral by curriculum colleagues, identifying learning support needs and evaluating support requirements.
- Working with curriculum delivery teams to identify learners that may become or are ‘at risk’ of not achieving.
- Producing accurate records of learning support activities and ensuring appropriate individual learning support plans and strategies are generated, monitored, and updated in a timely manner.
- Providing learning support for learners on a 1:1 basis, in small groups and to individuals within large groups in classroom settings as required.
- Providing opportunities for learners to experience independent learning and encourage them where possible to become self-reliant.
- Providing ‘off-site’ support for learners participating in apprenticeships, work placements or bespoke programmes where required.
- Coordinating the referral process of exam adjustment assessments for case loaded ALS learners.
- Facilitating 12 weekly and annual reviews for learners with EHCPs in a timely manner.

Key Performance Indicators

- Timely Paperwork Submission Rate: the percentage of compliant documentation submitted within the designated timeframe.
- Audit Compliance Rate: the quality and accuracy of submitted records by measuring the percentage of records that meet the auditing standards.
- Learner Feedback Rating: the satisfaction level of learners based on the quality and standard of the support received.
- Timely Contact Rate: the percentage of learners contacted within 48 hours of referral.
- Learner Progress Rate: the progress made by learners in receipt of learning support.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete all mandatory training requirements.

General

- Be aware of and follow all Acorn Training policies.
- Have regular 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to the Professional Standards – Values and Attributes, Professional Knowledge and Understanding and Professional Skills.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • Level 2/3 Learning Support or mentoring/coaching qualification • GCSE grade A*-C (or equivalent) in English and Maths • Full driving licence 	<ul style="list-style-type: none"> • L4 subject specific qualification • L3 teaching qualification (PTLLS, AET etc)
Experience	<ul style="list-style-type: none"> • Previous experience in a mentoring, coaching, or counselling role, within adult education. • Experience in working with adult learners from diverse backgrounds and supporting their individual needs. • Experience in maintaining accurate records, completing administrative tasks, and managing confidential information. • Familiarity with conducting assessments, monitoring learner progress, and providing constructive feedback. • Experience of collaborating with other professionals, such as trainers, tutors, and support staff. 	<ul style="list-style-type: none"> • Experience assessing and working with SPLD. • Previous experience of managing learners with challenging behaviours.

Knowledge	<ul style="list-style-type: none"> • Strong knowledge of learner Safeguarding and Welfare requirements. • Knowledge of various learning styles and strategies to support diverse learners. • Familiarity with relevant policies and procedures related to learner support and safeguarding. 	<ul style="list-style-type: none"> • Understanding of educational systems, learning theories, and principles of effective mentoring.
Skills	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written, with the ability to adapt communication style to suit different individuals and situations. • Strong interpersonal skills • Active listening skills • Effective problem-solving and critical thinking abilities • Organisational and time management skills • Empathy and patience to support learners through challenges and provide emotional support. • Ability to motivate and inspire learners, fostering a positive learning environment. 	

As a recognised, highly inclusive employer, we are particularly interested in receiving applications from Black and Minority, Ethnic (BAME) communities, LGBTQ+ communities, and individuals living with disabilities and from applicants where sectors are typically misrepresented by gender stereotypes.

Acorn Training aspires to be a Positive about Disabled Lead employer.

Last reviewed: July 2023