

Job Description – Senior Employment Coach

Located in	Reporting to	Hours
Coalville/Melton	Regional Manager	37.5 Hours Full Time

Job Purpose

To support the Restart Team here at Acorn Training, we require a senior employment coach to:

- Effectively support the management of the delivery of training, support and information advice and guidance activity to at least a grade 2 Ofsted standard in line with DWP contractual profiles, milestones and profit and loss requirements
- Effectively support the management of local relationships with funding organisations, partners, stakeholders, and subcontractors
- Effectively team lead human and physical resources on a day-to-day basis
- Support the business in line with the company strategic plan

Key Responsibilities

- Effectively lead a team to ensure quality delivery of all aspects of Department for Work and Pensions contracts to ensure that contractual profiles, outputs and financial budgets are achieved
- Effectively support the management of all aspects of provision to ensure that all funding body financial, contractual and audit requirements are achieved
- Effectively support the management of human and physical resources to ensure that provision is delivered to at least grade 2 Ofsted standards, including observation of delivery
- Effectively support the management of relationships to ensure the company’s reputation is upheld in all circumstances.
- Support and develop staff towards achieving continued professional development requirements
- Performance manage all staff in line with service delivery requirements and Key Performance Indicators
- Support line managers to develop the business and achieve business growth targets in line with the Strategic Plan, including support with bid writing and partnerships
- Support the development of improvement plans to drive forward improvements in quality and performance
- Deliver training, support and/or information, advice, and guidance sessions to cover absent staff and holidays if required
- Effectively engage with local employers to ensure contractual targets are met and business development opportunities are maximised
- Ensure that policies with regards to Child and Adult at Risk are adhered to

- Ensure that policies with regards to Data Security are adhered to
- Support the company Quality Policy and Information Security priorities
- Always maintain a positive and professional company image
- Always support the company’s equality of opportunity statement
- Work safely, supporting the company Health and Safety Policy
- Perform any additional requests in line with the key responsibilities of this role
- Support the management team by ensuring that all contractual requirements are met and that projects achieve project milestones, outputs, and financial budgets

Key Performance Indicators

- Quantitatively team management and reviews
- Qualitative compliance and company standards
- Customer service standards
- Use of SMART targets and projected outcomes
- Face to face appointments with candidates of the restart department

Health and Safety

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

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

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • Level 3 delivery qualification (teaching or Information, Advice and Guidance) • GCSE (or equivalent) in English Language and Mathematics • Level 2 IT Qualification, such as ECDL (European Computer Driving Licence) 	<ul style="list-style-type: none"> • First Aid at Work Certificate • IOSH Health and Safety Qualification

Experience		<ul style="list-style-type: none"> • Budgetary and profit and loss skills • People management skills • Excellent communication and presentation skills
Knowledge	<ul style="list-style-type: none"> • Barriers to learning and employment • How to support clients and promote independence • Support strategies for various learner specific needs • Delivery of Learning and Skills Council and/or DWP contracts 	<ul style="list-style-type: none"> • Skills for Life awareness • Knowledge of the local labour market • Bid writing and business development success
Skills	<ul style="list-style-type: none"> • Full Driving Licence 	<ul style="list-style-type: none"> • The ability to work under pressure in a highly performance driven organisation • The ability to work effectively as part of a team • The ability to work accurately and actively programme solving • The ability to reflect on your own performance to support quality improvement • The ability to manage time effectively and plan your own workload • The ability work with little supervision or guidance • The ability to maintain one's own motivation when things are getting tough • The ability to be proactive • The ability to understand one's own limitations within the role

Last Reviewed: August 2023