

Job Description – Career Development Professional Skills Coach

Working at Always Consult.

Based in Shrewsbury, Always Consult has been an established training provider since 2009. For the majority of our history we have focused on commercial training in areas such as leadership management, careers advice and guidance, coaching and mentoring and business development.

In 2017, with the advent of the Apprenticeship Levy, Always Consult applied and was successful in joining the RoAPT. This allowed us to deliver a number of our existing programmes through the apprenticeship system. We have been actively delivering apprenticeships since December 2017 with a focus on leadership and management specifically, within healthcare. The majority of our apprenticeship programmes seek to upskill doctors and nurses in the soft skills, for which they receive limited training, in order to allow them to function within, lead and manage multidisciplinary clinical teams. There is a direct correlation between poor clinical leadership and poor patient outcome. Our programmes have taken the generic curriculum of the apprenticeship standards and adapted them to suit the clinical environment, making them relevant and useful to the clinicians in training. Latterly, with the arrival of the Career Development Professional Level 6 apprenticeship standard, we are delivering some of our careers advice guidance training through the apprenticeship system as well.

Through our focus on delivering the highest standards to both our learners and employers, we have been fortunate to grow our apprenticeship provision significantly over the last few years. We pride ourselves on ensuring that our provision is innovative and creative, supporting the needs of our learners.

Our Skills Coaching & Training Team

Our skills coaches & trainers are the lifeblood of our apprenticeship provision at Always Consult. Our national team is a diverse mix of people comprising a wide range of experience. Our skills coaches are principally responsible for the delivery of 1-2-1 coaching and support to learners in their work environment. Our trainers are experienced professionals able to impart years of knowledge and understanding through engaging workshop sessions. Often both roles are combined to offer an engaging learning experience.

We currently deliver the following apprenticeship programmes, all of which are bespoke to the learner they are delivered to and the employer's requirements:

- Career Development Professional Level 6
- Team Leader/Supervisor Level 3
- Operations/Departmental Manager Level 5

Delivering high levels of quality and compliance are vital to our reputation, and our skills coaches and trainers are supported by our QA and administrative teams. We know helping our learners and employers achieve their objectives is a team effort, and we encourage our people to work in a supportive and collaborative way.

As a skills coach with Always Consult, you will be responsible for the delivery of coaching and training to your allocated learners. You will be responsible for supporting, mentoring, coaching and developing the learners in line with the relevant curriculum, ensuring their individual goals are achieved and maximising their outcomes at End Point Assessment.

You will be responsible for the training and coaching of each individual learner on a one to one basis. You will manage and support their learner journey, ensure regular sessions with them both remotely and face to face. You will support the engraining of knowledge, the development of new skills and over the course of their programme the changing of behaviours in line with the apprenticeship curriculum. You will be responsible for supporting the preparation of the learner and their portfolio of evidence for timely EPA.

You will be required to submit a monthly report on learner progress and meet with your line manager monthly to discuss learner progress and address any concerns. We combine both remote working with face to face activity including observations. The use of virtual platforms e.g. Teams and Zoom is allowing for a blended learning experience and is making both delivery and support of learners flexible and to individual need.

Main responsibilities

1. Manage a caseload of learners to ensure successful and timely completion of their apprenticeship programme through regular contact, training, support and review of learner progress.
2. Liaise with learners to arrange appointments, following up learners, providing information and review at one to one meetings or workshops and monitoring progress against achievement.
3. Meet Key Performance Indicators for personal performance as directed by the Delivery Manager
4. Complete all administrative paperwork to meet funding guidelines and Quality Assurance processes in a timely and accurate manner.
5. Attend and contribute to meetings, workshops and other training sessions in connection with the post.
6. Ensure the delivery and assessment of appropriate Functional Skills to meet apprenticeship standard requirements and/or upskilling if required.
7. Promote the company as an ambassador through contact with learners, employers and key stakeholders.
8. Offer pastoral support to learners when required, liaising with colleagues to ensure successful resolution of any problems, especially with regard to safeguarding concerns.
9. Participate in staff development and continuous professional development in line with the post and agreement, following staff appraisal, according to company policy.

10. Promote equality of opportunity, inclusivity, diversity, respect and tolerance in line with company policies throughout the company and all its activities
11. Any other duties that may be deemed necessary to meet the requirements of the post and company.

What's required to do the job?

Required

You will have experience within the careers guidance sector, ideally been involved in apprenticeship delivery and have worked in a similar position with another training provider or educational setting.

You will have a broad understanding of career guidance models and theories, the sector and application of skills in the workplace.

You will have a professional careers guidance qualification as a minimum. These include the DIP CG, QCG, Career Guidance and Development Level 6 Diploma, Advice and Guidance 4 or LDSS 4 (both are NVQ based and need to include study of careers guidance). The Advice and Guidance 4 Diploma is not eligible.

You will have an Assessor qualification.

You must be passionate about educating people in career guidance practice and theory to allow them to flourish in their workplace.

You will have a full UK driving licence and can travel to different locations using your own vehicle when the need arises.

Desired

You should have a successful track record in either career guidance practice or education and be able to use your experience to support the development of your learners.

You should bring a blend of confidence, assertiveness, and professionalism. You'll understand the importance of role-model behaviour when teaching and supporting learners.

Remuneration to be discussed at Interview stage