

# JOB DESCRIPTION

<b>Job title</b>	Skills & Development Coach
<b>Department</b>	Apprenticeship Coaching

## Reporting relationships

This role reports to the Skills & Development Coach Manager.

## Objective of the role

The objective of this role is to develop high-quality relationships with First Intuition's apprentices and their organisations in order to support the progression of the apprentices.

This role includes:

- \* Supporting a cohort of apprentices in completing their apprenticeships
- \* Onboarding of new apprentices, including delivering introduction sessions

## Major internal relationships

The Apprenticeship Coaching department is key in maintaining our relationship with students and clients as well as the high-quality services provided by First Intuition. Strong internal relationships are key to ensure clients are receiving the service they need. In particular:

- \* Customer Services team – to ensure that any information regarding clients' apprentices is passed to the appropriate person, and vice versa
- \* Director of Apprenticeship Support & Compliance and Skills & Development Coach Manager – to work on a co-ordinated approach to Apprenticeship coaching

## Key tasks

The key tasks and responsibilities for this role are split into three main categories:

### Apprenticeship management

- \* Conducting one to one remote progress reviews with each student every 10-12 weeks. Completing it in line with the quality requirements

- \* Providing guidance and feedback on apprentice's submissions to ensure the full range of the skills and behaviours are developed as part of the programme. Including numeracy, English, and stretch & challenge guidance
- \* Engage effectively with apprentices training manager or key client contacts. Including any requested reports or further information
- \* Support the development of English and maths, where functional skills are required utilise BKSB to support an apprentice to achieve their functional skills qualification

### Professional Standards

- \* Ensure all activity is in line with First Intuition policies and procedures, ESFA and OFSTED
- \* Develop and support an apprentice's awareness of Safeguarding and welfare. To include British Values, PREVENT, online safety and E&D. Signposting where appropriate

### Apprenticeship Administration

- \* Each Skills & Development Coach will be assigned a dedicated project. This could include functional skills, CognAssist, skills days, apprentice communications etc
- \* Keep an accurate up to date record of apprentice's progress including 20% off the job, exams, development tasks, skills days, and contact information. Keeping relevant software up to date, including FI Learn
- \* Completion of monthly progress report in line with KPI
- \* Providing relevant and accurate information on request. Such as completing learner surveys, including on programme, LNA and completions
- \* General apprenticeship admin. Including bookings, skills days, responding to incoming emails etc.

First Intuition Cambridge Ltd is committed to Safeguarding and promoting the welfare of learners and expects all staff and volunteers to share this commitment. As part of this commitment FI has incorporated safer recruitment practices in the Company's Talent Acquisition and on-boarding processes. This includes, taking up references, investigation of gaps in employment and the undertaking of a DBS check for all new employees.

## **OUR CORE VALUES - TEAM FI**

### **T - Teamwork and Collaboration**

*Collective values are important to us*

### **E - Enthusiasm and Positivity**

*Team spirit is fundamental to how we work*

### **A - Agility and Adaptability**

*The development of our business is built on proactive creativity and relentless pursuit of improvement*

### **M – Motivating and Inspiring**

*As individuals and as a team we work hard to inspire and enable those we engage with externally and internally*

### **F - Focus on Personal Relationships**

*First Intuition is 'where people count'*

### **I – Influential and Responsible Leadership**

*We are forward-thinking and trusted advisors to aspiring professionals and their employers*