JOB DESCRIPTION

**POST TITLE:**  Progress Coach

**GRADE:** Harmonised Salary Scale Point 15 (£18,545 per annum)

**WORK ARRANGEMENTS:** 37 hours per week/52 weeks per year

**DEPARTMENT:** Student Futures

**RESPONSIBLE TO:**  Progress Coach Team Leader

**RESPONSIBLE FOR:** Supporting the College’s vision to become and sustain outstanding by providing highly effective support for students and apprentices, enabling them to overcome barriers and be successful.

**PURPOSE OF THE POST**

The post holder will:

1. Provide a robust and effective infrastructure to support the successful progression of students and apprentices to their chosen destination.
2. Develop excellent working relationships with curriculum, work-based teams and employers that contribute to improving retention and success of students/apprentices.
3. Provide a range of professional, first level information, advice and guidance to students/apprentices referring to specialists where appropriate.
4. Provide exceptional pastoral support and guidance for students/apprentices with barriers to learning and participation.
5. Strive to achieve consistently outstanding provision.

# **DUTIES AND RESPONSIBILITIES**

1. Work effectively together with work-based, classroom based and cross-college colleagues as one team, respecting and valuing each other to deliver outstanding services to students/ apprentices.
2. Support the successful progression of students/apprentices.
3. Support Curriculum Operations Managers (COMs) and Work Based Learning Managers (WBLMs) by feeding in key information relating to the student journey.
4. Contribute to improving attendance in directorates through diligent and rigorous monitoring of data, trends and issues.
5. Work with students and apprentices directly to improve their attendance and engagement with their studies.
6. Under the direction of the COMs or WBLMs and Progress Coach Team Leader work with teams as a liaison point for parent/guardians and employers where appropriate.
7. Contribute where appropriate to the tutorial process.
8. Carry out progress reviews in conjunction with the Personal Tutor, COM and WBLM.
9. Provide specific advice to employers to support at risk work-based students, effectively contributing to retention.
10. Support the COMs and WBLMs with the management of at risk students.
11. Provide highly effective pastoral support enabling students/apprentices to overcome barriers to participation.
12. Act as a link and referral point for pastoral support including:

* ALS referrals
* Welfare and financial referrals/support
* Link to External Agencies (MAT, Tier 3 etc.)
* Conduct Supportive Interviews

1. Support the application of additional exam support on behalf of the students/apprentices.
2. Provide appropriate support at key stages of the student journey including:

* Act as a link person for admissions and progressions.
* Champion the consistent and appropriate usage of the College’s eILP and/or One File throughout the directorate.
* Act as Customer Service Champion (including general promotion of Equality & Diversity and Safeguarding).

1. Attend regular meetings and internal/external CPD sessions to support development, professional knowledge, skills and abilities.

# **GENERAL**

1. Take responsibility for one’s own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College’s own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College’s Equal Opportunities Policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

Person Specification

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| **Post:** | Progress Coach | **Department:** | Student Futures |

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| **Key Requirements:** | **Essential/**  **Desirable** | **Assessed** |
| **Qualifications:** |  |  |
| Level 2 equivalent in English & Maths | **E** | **A** |
| Level 3 Qualification i.e. A Level, BTEC National, GNVQ Advanced, NVQ or equivalent | **D** | **A** |
| Level 2 or above qualification in one or more of the following:   * Learning/Personal Mentorship * Counselling * Advice and Guidance | **E** | **A** |
| Level 5 or equivalent qualification | **D** | **A** |
| **Experience:** |  |  |
| Experience of supporting students/apprentices and employers in a classroom or work-based setting | **E** | **A/I** |
| Experience of working in the community | **D** | **A/I** |
| Experience of monitoring, evaluation and report writing | **E** | **A/I** |
| Proven experience of supporting students/apprentices to meet their goals | **E** | **A/I** |
| Experience of external liaison | **D** | **A/I** |
| **Skills/Knowledge:** |  |  |
| Excellent communication, interpersonal, time management and organisational skills | **E** | **A/I** |
| Ability to work effectively as part of a team or on own initiative | **E** | **I** |
| ICT skills | **E** | **A/I** |
| Knowledge of the post-16 education sector | **D** | **A/I** |
| An understanding of the barriers to education and learning for both the 16 to 19 age group and mature students | **E** | **A/I** |
| Ability to empathise with a wide range of people from a variety of backgrounds | **E** | **A/I** |
| An awareness of the current FE curriculum including learning and assessment methods | **D** | **A/I** |
| The ability to support and empower the student/apprentice | **E** | **A/I** |
| **Qualities:** |  |  |
| Ability to work under pressure | **E** | **I** |
| Willingness to undertake some travel in line with the needs of the role | **E** | **I** |
| Flexibility in working patterns | **E** | **I** |
| **Other Requirements:** |  |  |
| An understanding of Safeguarding of Children & Vulnerable Adults within the workplace | **E** | **I** |
| Full commitment to Equal Opportunities and anti-discriminatory working practices | **E** | **I** |

**E = Essential D = Desirable A = Application I = Interview T = Test**

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| **Produced by:** | CT | **Date Produced:** | November 2017 |