



## Skills Coach/Assessor (Plumbing)

### Job Description

|                              |   |               |                                    |
|------------------------------|---|---------------|------------------------------------|
| <b>Faculty / Department:</b> | Apprenticeship Hub –  |               |                                    |
| <b>Campus:</b>               | Based at Burslem Campus but working across employer sites       |               |                                    |
| <b>Responsible to:</b>       | Head of Apprenticeships   |               |                                    |
| <b>Responsible for:</b>      | (no direct reports)   |               |                                    |
| <b>Grade:</b>                | Salary Range: £25,829- £34,810 per annum (SCP 14-25, Grade 3-4) | <b>Hours:</b> | Full time, 1 FTE (37 hours a week) |

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| <b>Role Summary:</b>  |
| You will be required to support with the assessment and reviews across the Standard L3 in Plumbing and Domestic Heating Technician (4 Years). The post will involve having a caseload of 20-25 apprentices and you will be responsible for ensuring timely and accurate reviews, assessments and progress for all. You will be responsible for coaching apprentices/learners to achieve the skills, behaviours, and knowledge to successfully pass their Apprenticeship to a distinction level wherever possible. You will have a good understanding of the funding rules in relation to the delivery of apprenticeships. |

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| <b>Main Duties and Responsibilities:</b>  |
| <p><b><u>Work Processes and results</u></b></p> <ul style="list-style-type: none"> <li>• Take responsibility for your caseload of apprentices in relation to reviewing, monitoring progress and assessment on apprenticeship standards to meet the needs of employers and the standards set by awarding bodies or end point assessment organisations.</li> <li>• Review and monitor learner progress against the contract, framework or standard, ensuring completion and achievement of all elements including Functional Skills to ensure either framework is achieved, or end point assessment is taken and passed.</li> <li>• Individualise programmes to meet the needs of employers to ensure apprentices develop new skills, knowledge and behaviours which impact positively for the employer.</li> <li>• Use the College's electronic portfolio system and student records systems to record learner interventions, reviews, upload work and progress within 24 hours of completion.</li> <li>• Embed Functional Skills into delivery to ensure all apprentices are challenged appropriately and develop English and Maths skills.</li> <li>• Complete relevant documentation concerning monitoring visits, in accordance with Stoke on Trent College and funding body requirements.</li> <li>• Contribute to quality assurance processes across the apprenticeship team.</li> </ul> |

- Provide appropriate information, careers advice and guidance on apprenticeship programmes to apprentices, employers, agencies, and prospective apprentices.
- Recruit apprentices onto programmes through new business activity and effective maintenance of current business relationships.
- Contribute to regional and cross-regional promotional events and college open events as required.
- To conduct Health and Safety vetting of placement settings in line with Stoke on Trent College policy and ensure employers and apprentices are provided with necessary information on: health and safety, equal opportunities, apprenticeship programme content, programme delivery and assessment arrangements.
- Work with employers to identify learning needs and work with the business development team to manage client relationships effectively, maintaining the Stoke on Trent College CRM system.
- Appropriately embed British Fundamental Values and the Prevent duty within programme delivery.
- Track and record learner activity to meet Stoke on Trent College, funding and awarding body requirements.
- Participate as a full member of the programme team and contribute to the development, promotion, review, and delivery of programmes including standardisation meetings and self-assessment.
- Work cohesively and collaboratively with the wider Plumbing and Gas department to ensure that all aspects of the Apprenticeship programme is of the highest quality.
- Cross market Stoke on Trent College provision to employers/employees in relation to workplace learning and full cost recovery.
- Actively promote the sharing of best practice and self-evaluation and reflection for all departmental staff with motivational leadership and coaching.
- To represent and promote the College's values internally and externally, acting as an ambassador for business development on behalf of the College.
- Ensure that the College's internal customers receive an excellent customer service experience.
- To deliver your day-to-day duties consistently with the service level agreement.
- Promote the College's learner experience and that it is implemented successfully.
- To participate in the College Annual Staff Performance and Development Review.
- To contribute to the Apprenticeship Self-Assessment Report to reflect on performance over time.

### **Team Work**

- To work closely with own and all other Departments, as well as with external stakeholders and partner agencies.

### **Communication / Documentation**

The post holder will be expected to develop and maintain good relationships with:

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| Curriculum Directors, Heads of Learning, Head of Apprenticeships and Lead Skills Coaches | To support Stoke on Trent College Apprenticeship Strategy and work consistently to achieve the standards within the apprenticeship learning area |
| Colleagues and Apprentices   | To support and to assist the development of a professional learning environment  |
| Sales and Recruitment  | To develop close working relationships with Sales and Recruitment Team, Business Consultants and Recruiters                                      |

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| Employers    | To develop professional relationships with local employers to deliver a highly effective service and enhance future business development |
| Quality Team | To work closely with the Quality Team to support any necessary improvements to learning, training and assessment                         |

### **Personal Development / Performance**

- Maintain an up-to-date knowledge of apprenticeship standard and processes that underpin all stages of an apprenticeship journey
- Maintain an up-to-date knowledge and understanding of the funding rules in relation to Apprenticeship requirements.
- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

### **Equality, Diversity & Inclusion, Health and Safety and Strategy**

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

### **College Values**

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors, and others.
- To participate in making the College and inclusive environment in which to learn and work.

### **Safeguarding of Children and Vulnerable Adults**

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

### **General Data Protection Regulation and Data Protection Act 2018**

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

*This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.*

Vacancy number: 2185

*These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.*

*This Job Description and Person Specification is accurate as at September 2022. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.*



## PERSON SPECIFICATION

### Skills Coach/Assessor (Plumbing)

| Measured by: |              |
|--------------|--------------|
| A            | Application  |
| I            | Interview    |
| T            | Test         |
| P            | Presentation |
| R            | References   |
| Po           | Portfolio    |

| Criteria Headings                          | Essential   | Evidenced by                                    | Desirable   | Evidenced by |
|--|---|---|---|--------------|
| <b>Qualifications/ Education/ Training</b> | <ul style="list-style-type: none"> <li>Relevant Level 3 or above qualification in Plumbing.</li> <li>Level 2 or equivalent in Maths and English (A* - C) or to be achieved with the support of the College</li> <li>Assessor qualifications</li> <li>PTLLS, CTTLs, DTTLs teaching qualification (or to be achieved within 6 months)</li> <li>Health and Safety qualification (e.g. Managing Safety / IOSH)</li> </ul> | <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> | <ul style="list-style-type: none"> <li>Verifier qualifications (or to be achieved within 6 months)</li> </ul> | <p>A, I</p>  |
| <b>Experience</b>                          | <ul style="list-style-type: none"> <li>Experience in assessing on technical and competency</li> </ul>   | <p>A, I</p>                                     |   |              |

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|  | <p>qualifications and portfolios.</p> <ul style="list-style-type: none"> <li>• Understanding of EPA requirements.</li> <li>• Experience of coaching and mentoring apprentices or learners.</li> <li>• Strong knowledge of Apprenticeship Funding rules Apprenticeship Levy</li> <li>• Experience of internal verification</li> <li>• Experience of working in a fast environment, autonomously and the ability to work towards deadlines and meet targets</li> <li>• Knowledge of local business needs within a geographical area in relevant occupational sector</li> <li>• A fast learner, with an open manner and good interpersonal skills who can adapt quickly to the College's operating environment and establish trust and respect at all levels internally and externally.</li> <li>• Innovative problem solver with a challenging, commercial</li> </ul> | <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> |  |  |
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|   | <p>outlook, balancing competing resource needs and demonstrating an ability to deliver to challenging deadlines.</p> <ul style="list-style-type: none"> <li>• Experience of Audit and inspections and knowledge of working to the Education Inspection Framework</li> <li>• Knowledge and understanding of GDPR</li> </ul>  |   |  |  |
| <p><b>Skills/<br/>Aptitudes/<br/>Competences/</b></p> | <ul style="list-style-type: none"> <li>• Patience when working with others</li> <li>• Excellent verbal and written communication skills</li> <li>• Strong IT skills</li> <li>• Excellent organisation and prioritising skills</li> <li>• Ability to inspire and motivate others, particularly apprentices</li> <li>• Ability to work on own initiative or as part of the wider apprenticeship team</li> </ul> | <p>I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>I, P</p> <p>I</p> |  |  |

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|                     | <ul style="list-style-type: none"> <li>• Full drivers licence and ability to travel to locations to support learning and assessment</li> <li>• Demonstrate commitment to and an understanding of safeguarding, diversity and equality.</li> <li>• Ability to work flexibly, including evenings and weekend work as and when required</li> <li>• Proactive, determined, positive and robust enough to cope with the demands of this important and high profile role.</li> <li>• An innovator and motivator and a personal style that demonstrates commitment and inspires trust and confidence with both apprentices and employers.</li> </ul> | <p>I</p> <p>I</p> <p>I</p> <p>I</p> |  |  |
| <p><b>Other</b></p> | <ul style="list-style-type: none"> <li>• Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties.</li> </ul>   | <p>A, I</p>                         |  |  |