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**Job Description**

**Job Title: Support Coach**

**Department:** **Learner Inclusion & Support**

**Reports to:** **Support Manager**

**Job Purpose**:

Provide targeted intervention that gives a more focused wrap-around service to both learners and the curriculum. This will include a range of learning support strategies by directly managing, and facilitating, study skills support sessions with individuals or groups of learners depending on their need. This role may have case load of up to 100 learners.

To work closely with all relevant staff to ensure that ALNet legislation and standards are met.

**Key Responsibilities**:

1. Assist with the admissions and enrolment process by supporting learners during application and enrolments weeks on campus, as well as participating in Open Events and off-site application support sessions as required.
2. Liaise with the Support Managers and tutors to identify individual support needs of the learners, following referrals to CG Support.
3. To provide personal skills support for learners to develop effective learning strategies and academic competence that improve their study skills and overall experience.
4. Engage learners in activities that advance learning for individuals and groups.
5. Record and track learner progression using relevant recording systems including CG Support tracking and monitoring paperwork and liaising with personal and course tutors.
6. Provide advice, guidance and support that builds on learners’ experience, learning preferences and levels of independence and encourages learners to work independently.
7. Communicate effectively with learners and develop and maintain effective relationships that promote learning.
8. Work with the wider college support teams, to identify and address the needs of learners. This will include signposting to other internal support mechanisms (e.g TogetherAll, Counselling etc)
9. Communicate relevant information about learners to others with a legitimate interest and maintain accurate records.
10. Take part in the annual learning support observation process to ensure we continually improve our learning support practices.
11. Assist the Head of Learner Services/Support Manager with the collection of data and produce reports specific to the role.
12. Evaluate and improve the effectiveness of own practice, identify own professional development and training needs, and take steps to address these.
13. To complete documentation relating to funding, ensuring compliance with the standards required by the funding body and adhere to any relevant processes and guidelines.

**Team Contribution:**

1. To attend, contribute and participate in team meetings as and when necessary.
2. Provide support to teaching teams in relation to how they support learners.
3. To participate in training as and when necessary.

**Policies and Procedures**:

1. To comply with all College Policies & Procedures.
2. To keep abreast of changes to Policy & Procedures and to make the necessary changes to administrative systems.
3. To ensure that all aspects of the College Financial Instructions and Financial Standing Orders are followed.
4. Promote the college’s core values and incorporate them into all aspects of the role.
5. To contribute to supporting and supervising learners, including taking action to ensure acceptable behaviour at all times.

 **Health & Safety:**

1. To ensure that safe working practices are used, and appropriate Health and Safety legislation adopted.
2. To exercise responsibility for carrying out and adhering to the Health, Safety and Welfare Policy and Procedure.
3. To liaise with the Health and Safety Manager to ensure accurate recording of related information.
4. To ensure that all activities are compliant with General Data Protection Regulations.

Person Specification – Support Coach

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| --- | --- | --- | --- |
| **Criteria**  | **Essential**  | **Desirable** | **Assessed by** |
| 1. **Qualifications**
 |
| 1. 5 GCSEs A\*-C, including Maths and English
 |  |  | Application form |
| 1. PGCE or QTS status
 |  |  | Application form |
| 1. Level 3 Essential Skills Practitioners Award in Literacy and/or Numeracy
 |  |  | Application form |
| 1. At least 3 years’ experience of supporting learners with needs in a group and/or on a one to one basis
 |  |  | Application form/Interview |
| 1. Experience of working in an FE environment
 |  |  | Application form/Interview |
| 1. **Knowledge & Experience**
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| 1. Experience of using ICT applications to support learning support strategies e.g interactive tools.
 |  |  | Application form/Interview |
| 1. Experience of maintaining accurate records and adhering to administrative systems
 |  |  | Application form/Interview |
| 1. Ability to motivate learners at all levels to achieve their learning goal
 |  |  | Application form |
| 1. Ability to demonstrate enabler and facilitator skills
 |  |  | Application form |
| 1. **Skills & Attributes**
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| 1. Excellent communication skills(oral and written) and effective interpersonal skills
 |  |  | Interview |
| 1. Ability to develop interactive tasks and activities
 |  |  | Application form/Interview |
| 1. Confident, enthusiastic and energetic
 |  |  | Interview |
| 1. Emotional resilience with working with challenging learners
 |  |  | Interview |
| 1. Ability to demonstrate a learner-centred approach
 |  |  | Interview |
| 1. Ability to manage and deal with learner behaviour
 |  |  | Interview |
| 1. Ability to use own initiative, strong decision making skills
 |  |  | Interview |
| 1. Approachable, flexible and professional manger
 |  |  | Interview |
| 1. Proactive approach to work on an individual team basis
 |  |  | Interview |
| 1. Diplomacy and discretion
 |  |  | Interview |
| 1. Able to travel as requested to fulfil the requirements of the role.
 |  |  | Interview |
| 1. Be able to work evenings and comply with changing timetable requirements
 |  |  | Interview |
| 1. **Additional Requirements**
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| 1. Willingness to work on any Coleg Gwent campuses
 |  |  | Application form/Interview |