



AAT Learner Journey Officer

Contract term: Permanent, full-time

Hours: 37 hours

Location: ACT Head Office & Cardiff Skills Centre, Ocean Park House.

Salary: £20,000 rising to £21,500 per annum pro rata

If you would like to work for an organisation that holds 3-star accreditation with Best Companies demonstrating extra-ordinary levels of staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last seven consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!

Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.

What you'll do:

We are looking for an enthusiastic individual who will support delivery of AAT by liaising regularly with Tutors in order to complete monthly progress reviews to enable learners to achieve all learning outcomes on the IALP (including Essential Skills Wales) whilst meeting requirements of awarding organisations requirements.



The role is based at ACT Head Office & Cardiff Skills Centre, Ocean Park House and will be directly line managed by the Accounting & Education Development Route Manager.

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Car uplifts (where applicable)
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

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We invest in people Platinum
Rydym yn buddsoddi mewn pobl Platinwm



What you are responsible for:

- Support delivery of AAT by liaising regularly with tutors in order to complete monthly progress reviews to enable learners to achieve all learning outcomes on the IALP (including Essential Skills Wales) whilst meeting requirements of awarding organisations, Welsh Government, Estyn Common Inspection Framework and ACT.
- Use the Vision system to manage own caseload effectively to ensure accuracy of all data and all ACT and Welsh Government requirements are being met.
- Deliver, record and continually update the learning journey paperwork (initial assessments, ILPs, induction and reviews) to ensure a meaningful learner experience in line with ACT and Welsh Government requirements.
- Follow the departmental IQA procedures to ensure good quality of delivery and progress of qualifications that meet awarding organisation requirements.
- Ensure all relevant Welsh Government and ACT administrative paperwork is completed accurately and promptly.
- Maintain own CPD by attending sector, awarding body and internal training.
- Contribute towards development of curriculum and strategic plans.
- Communicate regularly and professionally with employers to maintain good relationships and engagement in the learning process. Develop links with employers to promote new business as appropriate. Act as a conduit between employers and ACT ensuring that all business leads are referred to the appropriate ACT nominee. Recruit new learners as agreed with Line Manager.
- Engage effectively with employers to keep them involved in the learner journey and to encourage further starts within the organisation. Also to promote the whole range of ACT services to facilitate cross selling.
- Ensure learners well being by carrying our health and safety monitoring and following safeguarding procedures.

- Communicate effectively with the team and management including checking and responding to e-mails, updating calendars, attending meetings and staff training events.
- Take part in, support and carry out actions from quality processes e.g. quality observation, audit, learner feedback.
- Demonstrate commitment to learners, their learning, safety and well-being by taking account their current level and making them aware of progression options.
- Use evidence and research to improve practice.
- Plan and deliver effective learning, teaching and assessment by using a range of methods including digital to effectively enhance the learning process.
- Build positive and collaborative relationships with learners, colleagues, employers and others as appropriate.
- Enable learners to share responsibility for their own learning/assessment and empower them to set challenging goals and targets and to evaluate their own progress.
- To adhere to and promote ACT's environmental and sustainability practices.
- Responsible for adhering to all GDPR (General Data Protection Regulations) legislation in respect of all learners, clients and colleagues.
- To adhere to and promote ACT's environmental practices.
- Any other duties as requested by your Manager, which may be necessary from time to time.

Personal and other duties and responsibilities:

- Demonstrate dignity, courtesy and respect towards others.
- Critically reflect on own values, knowledge and skills to improve learning.
- To actively keep updated with the company's services and programmes.
- Maintain CPD by attending training events, courses, meetings, workshops and seminars to keep abreast of subject/vocational area to not only develop yourself but also the company.
- To demonstrate clear written and verbal communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.
- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display ACT core values at all times.

Person Specification

What we are looking for:

	Assessment Method	Essential	Assessment Method	Desirable	
Experience	A	Application	Experience of working within the training sector.	A Application/ Interview	
	B	Application	Experience of dealing with customers face to face and remotely.		
Qualifications & Knowledge	A	Application/ Certificate verification	Minimum of 5 GCSE's, C and above to include Maths and English.	A Application/ Certificate verification	
Skills & Attributes	A	Interview	Creative and passionate for training/learning	A Interview	Welsh speaker
	B	Interview	Ability to develop others		
	C	Interview	Proven track record of meeting targets		
	D	Interview	Excellent written and verbal communication skills		
	E	Interview	Well organised		
	F	Interview	Excellent IT skills with programmes such as Microsoft Office, Word and Excel		
	G	Interview	Willingness and ability to be flexible and go above and beyond as and when needed		
	H	Interview	Team player with ability to work on own initiative		
	I	Interview	Willingness to undertake personal & professional development in relation to your role and business needs		
Personal Qualities	A	Interview	To uphold ACT Values		
Other	A	Interview	Hold a full U.K. driving licence and access to vehicle		

Have you got what it takes? <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=527-9B7AAB5D-403A-4465-A6FE-A54AB5AF32C9&VacancyID=21336-B505DE12-EBEB-44BB-9C13-CC2968FDA67F>

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