

**Job Title:** Health & Social Care Assessor

**Contract Term:** Permanent

**Hours:** 37 hours over 5 days (Mon-Fri)

**Location:** ACT, Ocean Park House, East Tyndall Street, Cardiff, CF24 5ET

**Starting Salary:** Grade 5 £27,430 rising to £30,722 per annum (£26,430– for unqualified assessors)

**Reporting to:** Health & Social Care Route Manager

**Please note: this role is expected to be offered at the starting salary within the band**

## About the Role

The Health & Social Care Assessor will facilitate high-quality training, assessments and workshops to support learners in achieving their Apprenticeship qualifications, including other framework requirements such as Essential Skills (e.g. Literacy and Numeracy). The role requires working **with respect, openness and integrity**, building strong, professional relationships with learners and employers, and maintaining full compliance with awarding organisation, Welsh Government, Estyn and ACT requirements.

The Assessor will take a learner-centred and empowering approach, motivating and inspiring individuals to progress, develop confidence and achieve their full potential. Daily activities include visiting learners in the workplace or delivering sessions virtually, providing tailored training up to Level 5, developing and reviewing Individual Learning Plans (ILPs), organising workloads effectively, and managing a personal diary with clarity and professionalism.

This is a field-based role covering the South Wales area, reporting to the Route Manager within the Apprenticeship programme. The post holder will be expected to demonstrate **innovation and creativity in delivery**, think clearly and plan ahead, and consistently model ACT's Behaviour Framework in all aspects of their work.



## Key Responsibilities

- Deliver and organise training, assessments, digital workshops and centre based activities to enable learners to achieve all learning outcomes on the IALP (including Essential Skills Qualifications) whilst meeting requirements of awarding organisations, Welsh Government, Estyn, and **ACT**.
- Deliver learning activities through a blended learning approach, following your routes specific standardised delivery model.
- Use the internal data management systems to manage own caseload effectively to ensure accuracy of all data as dictated by the delivery guide and all **ACT** policies and procedures.
- Assess, support and develop learner's 'skills and soft skills' throughout the programme as identified in the delivery guide.
- Ensure thorough learner induction onto learning programme as identified in the delivery guide.
- Use a range of digital platforms, applications and digital portfolio to enhance the learner's learning experience throughout the course, as identified by your route delivery model.
- Ensure that all parts of the learner journey are accurately and timely recorded.
- Attend monthly data meetings with IQA/Mentor to discuss caseload actions and learner progress.
- Ensure the learning experience is based on exceptional and innovative teaching that stretches and motivates learners
- Follow the departmental IQA procedures to ensure good quality of delivery and progress of qualifications that meet ACT expected end dates and awarding organisation requirements.
- Ensure all relevant Welsh Government and **ACT** administrative documentation is completed accurately and promptly.
- Maintain own CPD by attending sector, awarding body and internal training. Record appropriately using internal systems
- Contribute towards development of curriculum and strategic plans.
- Ensure all equality, diversity and inclusion policies and procedures are adhered to including safeguarding measures.
- Communicate regularly and professionally with employers to maintain good relationships and engagement in the learning process. Ensure that employers have appropriate digital links to enable Employers to actively engage in the learner journey.
- 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 Business development team. Recruit new learners as agreed with Line Manager.
- Ensure learner well-being through effective course management and highlight and record any concerns using ACT's 'MY CONCERN' system.



- Carry our health and safety monitoring, at dictated by employer risk banding.
- 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 promote safety, wellbeing, and inclusion, ensuring all work is carried out in a way that safeguards learners, staff, and the wider network, supports a respectful and positive environment, and aligns with company policies and relevant legislation.
- 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.
- Any other duties as requested by your manager, which may be necessary from time to time.
- To undertake duties in full accordance with company policies and procedures.

## Personal Qualities

- Demonstrates respect, integrity, and professionalism, maintaining confidentiality and positive relationships with colleagues and customers.
- Communicates clearly and effectively, producing high-quality written and verbal work.
- Is self-motivated, organised, and proactive, managing workload, meeting deadlines, and taking initiative.
- Pursues continuous development and improvement, keeping up to date with company services, attending training, and reflecting on personal skills to support both individual and organisational growth.
- Embraces collaboration, innovation, and empowerment, working effectively as part of a team while encouraging and motivating others.



## Person Specification

Candidates should be prepared to demonstrate how they meet the criteria in this person specification, as these will be assessed at throughout the recruitment process.

	Essential	Assessment Method
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum of 2 years' occupational experience of working in a senior role within a Health and Social Care setting</li> </ul>	Application
<b>Qualifications &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Minimum Level 3 occupational based qualification or equivalent (Health &amp; Social Care)</li> <li>Good level of IT, literacy and numeracy</li> <li>Assessor qualification (or willing to work towards)</li> </ul>	Application/ Certificate verification
<b>Behaviour Framework</b>	<ul style="list-style-type: none"> <li>Demonstrate ACT's Behaviour Framework:               <ul style="list-style-type: none"> <li>Respect</li> <li>Openness &amp; Honesty</li> <li>Innovation &amp; Creativity</li> <li>Motivation &amp; Empowerment</li> <li>Clarity</li> </ul> </li> </ul>	Interview
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>Creative &amp; passionate for training/learning</li> <li>Ability to develop others</li> <li>Proven track record of meeting targets</li> <li>Excellent IT Skills with programs such as Microsoft Office, Word and Excel</li> <li>Team Player with ability to work on own initiative</li> <li>Willingness to undertake personal &amp; professional development in relation to your role and business needs</li> </ul>	Interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>A positive &amp; optimistic attitude</li> <li>Someone who displays initiative</li> <li>Self-organised &amp; motivated</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>Someone who understands the need to build a good rapport with learner and employer</li> <li>Willingness and ability to be flexible and go above and beyond as and when needed</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Hold a full U.K. driving licence and access to vehicle</li> <li>Willingness to travel to learners place of work.</li> </ul>	Interview

