**Job Description and Person Specification**

**Post Title: Trainer – Service Industries**

**Industries:** Occupational competent to work across **some** of these sectors highlighted:Customer Service, Administration Leadership, Hospitality, Human Resources, Project Management, Marketing Digital and Financial Services.

**Department:** Independent Training Services (ITS)

**Reporting to:** Managing Director

**Grade:** £27,500 - £32,000 (Dependent on experience)

**Summary of the Post**

To plan and deliver innovative, engaging and motivational learning sessions to our apprentices and learners which will develop their skills, knowledge and behaviours and support them with their longer-term goals and career aspirations.

**Main Duties**

* Complete effective initial assessments and deliver robust information and advice to support the individual learner plan and needs.
* Offer continuous advice and guidance supporting the learner with their short and long term progression and employment goals throughout their learner journey.
* Complete outstanding learner and employer inductions across all courses and components of learning throughout the learner and employer journey.
* Plan outstanding teaching and learning sessions that develop each learner’s skills, knowledge and behaviours. This includes developing schemes of work, session plans and learner resources.
* For apprenticeship provision, ensure that the 20% off job training is clearly planned and agreed with the employer and learner and progress towards achievement is monitored & clearly recorded.
* Plan for and deliver throughout the learner journey, E&D, Safeguarding, Prevent and British Values content relevant to each learner and employer whether in an individual or group session. This covers classroom based learner and work based learning.
* Develop each leaners English and maths skills throughout the learner journey. This includes the planning for English and numeracy knowledge throughout eth course or apprenticeship.
* Deliver innovative, engaging and motivating teaching and learning sessions to our learners with the objective to support them to progress through their learner journey and secure sustainable work.
* To complete innovative assessments across the learner journey using technology where appropriate.
* To ensure the marking of work and assessment are completed in a timely manner and that this is then given in both written and verbal developmental feedback to your learners.
* To proactively prepare learners for assessment which includes all End Point Assessment (EPA) requirements, portfolio assessments and online assessments as required by the qualifications and apprenticeship standards you deliver across.
* Complete high quality learner progress reviews that cover all aspects of the programme and enhances future progress towards completion of all aims.
* To keep up to date with all key funding and qualification updates up dates required for all provision including apprenticeships, classroom based learning and End Pont Assessment changes.
* Complete surveys with learners across the learner and employer journey. These include induction, on programme, exit surveys and employer surveys.
* Collect case studies for learners and employers so that ITS can use for promotional reasons and to evidence the impact of the service provided.
* To keep your line manager regularly updated on course progression and supply information as required to them.
* Attend all required workforce development activities which may include standardisation, monthly CPD, monthly workforce development, English and maths, mandatory training, back to the floor cpd and staff development required to expand the curriculum portfolio at ITS.
* To keep timely and accurate records of the learner journey through the relevant systems, including attendance, engagement and outcomes.
* To ensure that learner evaluative feedback is collected and recorded after each session and reviewed to support continuous improvement.
* Attend meetings as and when required including 1:1 meetings with management.
* Complete all paperwork in an accurate and timely manner across all provision that you deliver across and be aware of changes to paperwork.
* Generate business leads per month across all funding streams including apprenticeships, classroom based, distance learning, loans and commercial training.
* Contribute to quality improvement plan (QIP) and business planning as and when required suggesting ideas and an ongoing commitment to deliver across the QIP and Business plan.
* Attend marketing events as and when required to promote the curriculum portfolio at ITS

**Standard Duties in all ITS Job Descriptions**

* Engage in the implementation of quality systems.
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices.
* Show a commitment to ensuring that children and young people learn in a safe environment.
* Participate in relevant and appropriate training and development as required.
* Ensure that all information is secured, used and maintained in line with internal and external standards including ensuring that confidential information is processed in line with the Data Protection Act and ITS policies.
* These duties may be amended from time to time by the line manager in consultation with the post holder.

**Method of Working**

ITS expects all staff to work effectively as part of a team or teams, delivering high quality education and support to staff and learners. As a minimum this requires dealing with people politely and tactfully, communicating with colleagues and students both formally and informally, offering guidance and information in accordance with ITS guidelines, policies and procedures when requested and contributing to the maintenance of the ITS environment. In order to do this staff are expected to make themselves aware of the relevant policies and procedures. All staff are required to maintain confidentiality as required.

**Line Management**

There is no line management aligned to this role

**Public Relations**

Considerable importance is attached to the public relations aspect of all work undertaken by ITS staff. It is a prime objective therefore that staff will at all times project to the public the image of ITS as keen to assist wherever possible, and positively promote the work that is carried out across its various services.

**Person Specification – Trainer – Service Industries**

**Guidance Notes**: Please detail the Essential and Desirable criteria required for the specific post that is being advertised. This document will form part of the advertisement and recruitment pack to candidates. If an applicant does not meet all the criteria listed as ‘Essential’ they should not be interviewed.

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| **Specification** | **Ref** | **Criteria** | **Essential / Desirable** | **Examples Measured by** |
| **Education and Training**  Formal qualifications and relevant training | ET1  ET2  ET3  ET4  ET5  ET6  ET7  ET8  ET9 | Teaching qualification (must be willing to work towards Level 6 PGCE if not already held)  TAQA/Assessor qualification at level 3  GCSE Maths and English (or equivalent Level 2 qualification)  Industry qualifications level 3 and above  Evidence of Professional CPD updating  Level 5 teaching qualification  IQA qualification  Level 3 Vocational qualification in two areas  End Point Assessment (EPA) Qualification | Essential  Essential  Essential  Essential  Essential  Desirable  Desirable  Desirable  Desirable | Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form |
| **Work Experience**  Ability to undertake duties of the post | WE1  WE2  WE3  WE4  WE5  WE6  WE7 | 2 yrs experience delivering high quality apprenticeship provision in leadership and management  Experience of working with learners on a 1:1 basis  Experience of working with employers  Experience of preparing learners for assessment for End Point Assessment (EPA)  Experience working with e-portfolio systems  Experience of Internal Quality Assurance (IQA) cross the learner journey  2yrs experience delivering apprenticeships at level 4 and 5 | Essential  Essential  Essential  Essential  Essential  Desirable  Desirable | Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview  Application Form / Interview |
| **Skills and Knowledge**  Includes abilities and intellect | SK1  SK2  SK3  SK4  SK5  SK6 | Comprehensive knowledge of apprenticeship standards and government funding for apprenticeships  Good knowledge of qualifications and delivery of qualifications across variety of delivery models  Ability to support learners on a 1:1 basis  Ability to support and advise employers  Knowledge of key subjects such as prevent, equality and diversity and health and safety.  Ability to identify business opportunities when working with learners and employers | Essential  Essential  Essential  Essential  Essential  Desirable | Interview / Task  Interview / Task  Interview / Task  Interview / Task  Interview / Task  Interview / Task |
| **Personal Qualities**  Includes any specific physical requirements of the post – (subject to the provisions of the Equality Act) | PQ1  PQ2  PQ3  PQ4  PQ5 | Proactive, adaptable, flexible and organised  Excellent communication skills and team player  Innovative and creative  Good work ethic  Committed and motivated to do a good job | Essential  Essential  Essential  Essential  Essential | Interview / Task  Interview / Task  Interview / Task  Interview / Task  Interview / Task |
| **Suitability to work with children, young people and vulnerable adults**  Issues relating to safeguarding and promoting the welfare of children, young people and vulnerable adults | CH1  CH2  CH3 | Motivation to work with children, young people and vulnerable adults  Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults  Emotional resilience with challenging behaviours | Essential  Essential  Essential | Interview / References / DBS Check  Interview / References / DBS Check  Interview / References / DBS Check |