JOB DESCRIPTION

**Commerce Learning & Development Specialist**

**Responsible to:** Head of Commerce

**Purpose:** To facilitate and drive the apprentice learning journey, from start to achievement, including vocational and wider skills development, welfare, safety, safeguarding and partnership working with apprentice employers

To support achievement of the HWGTA Apprenticeship Programme Goals for all apprentices

**Role Specific Duties**

* Plan and monitor progress towards learning objectives and activity, according to the specific abilities of the learner
* Ensure employer training plan is in place and link on and off the job activity, where appropriate
* Using Initial Assessment information and self-declaration, identify learners that require additional support and put in place, plans to aid their progress
* Train learners with regards to the specific qualification path, as well as wider subjects such as Prevent, safeguarding and employment matters
* Monitor and support the wellbeing and health and safety of learners, including appropriate investigation of accidents
* Signpost, support and refer learners with regards to safeguarding issues
* Act as the link and liaison to the employer to create effective partnership working
* Track and record progress, using specified documentation and or software platforms
* Motivate and support learners to optimise their potential
* Ensure learners know:
  + Learning objectives and targets including the knowledge, skills and behaviours required by the apprenticeship standard
  + The contents of their Individual Learning Plan (ILP)
  + Assessment expectations
  + Behaviour and conduct expectations (as set out in the apprentice code of conduct)
* Deal with behavioural, performance and conduct issues constructively, consistently and fairly, in partnership with the employer
* Ensure compliance to ESFA/Ofsted expectations
* Prepare learners for End Point Assessment and achievement
* Promote and represent the Association at external and internal events
* Attend apprentice residential activity events where appropriate
* Carry out assessment, where required by HWGTA or the apprenticeship programme criteria
* Identify training opportunities within companies and promote the Association’s full cost training offering

**Vocational Area Specific Duties**

* Co-ordinate with the commerce tutors to ensure learners are on target to complete all off the job targets
* Utilise resources such as BKSB to support learner functional skills development, if required, including setting tasks and recording progress on reviews

**All Staff Duties**

* Achieve agreed targets as specified in the HWGTA Strategic Plan, Quality Improvement Plan, Budget, plus any personal development plan targets and contribute generally towards the achievements of the objectives of the Association
* Respond promptly and effectively to requests for information and assistance from customers, managers, and colleagues
* Maintain safety standards in line with the Health & Safety at Work Act and other appropriate legislation
* Carry out duties in line with
  + - Equality, Diversity and Inclusion policy
    - Safeguarding policy (including safer recruitment)
    - Sexual Harassment and Abuse policy
    - Health and Safety policy
    - GDPR, data protection and confidentiality policies
    - Apprenticeship Programme Goals
    - Purpose and core values
    - Self-assessment and strategic plan
    - Other relevant quality procedures
* Act as a positive role model for apprentice learners and as an excellent ambassador for HWGTA with all external contacts
* Maintain the image and reputation of the Association within the membership and all associated organisations, customers and general public
* Take appropriate action for self-development to improve personal effectiveness
* Undertake all reasonable requests from the Chief Executive and the Line Manager for work activities
* Where any significant work responsibilities emerge, these will be discussed and negotiated with individuals in advance, taking into account current workload and documented separately

**Additional Responsibilities**

**Limits of Authority**

* Any change to systems, procedure and guidelines should be authorised by the Line Manager
* Purchases on behalf of the business shall be made following the operation’s specific guidelines and restrictions
* Apprentice formal disciplinary action (in relation to the apprenticeship programme) should be authorised by the Line Manager

**Supporting Documentation**

* Statement of employment
* HWGTA Staff handbook
* HWGTA Staff Code of Conduct
* HWGTA Policies and Procedures

**Person Specification**

**Commerce Learning & Development Specialist**

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| **Quality** | **Essential** | **Desirable** | **Disqualifier** |
| 1. **Qualifications** | DBS (Disclosure & Barring Service) Clearance  GCSE English and Maths A-C or equivalent | Assessor qualifications  Internal Quality Assurance (IQA) qualifications  Training qualifications  Health & Safety qualifications  Coaching qualifications  Business/customer service qualifications | DBS (Disclosure & Barring Service) rejection |
| 1. **Previous experience** | 2 years industry experience in a business/customer service role | Assessment, coaching and training/teaching in an apprentice environment  Functional skills delivery | No relevant experience |
| 1. **Skills, Knowledge and Abilities** | Excellent written and verbal communication skills  Excellent interpersonal skills  Proficient in the use of IT including Microsoft Office software | Good knowledge of Safeguarding, Prevent and British Values  Knowledge of apprenticeship standards | Lack of proficiency in English or numeracy |
| 1. **Personal Attributes** | Confidence when working with people of all ages and abilities  Capable of independent working  Assertive  Decisive  Flexible  Good time management | Sensitive to client needs  Tactful  Resilient  Problem Solver | Unwilling to develop own competence on continuous basis |
| 1. **Circumstances** | Full driving licence  Flexibility to work outside normal hours to attend events |  | Inability to work beyond core hours and/or to work in both Hereford and Worcester when required |

Please note that some of the elements in the essential category will be evaluated at initial screening of applications and some will be evaluated at interview