

Job Description: Learning Coach

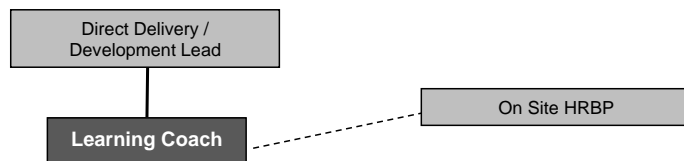


Function:	Custodial Operations / Justice
Job:	Learner Coach
Position:	Learner Coach
Immediate manager (N+1 Job title and name):	Development / Direct Delivery Lead
Position location:	Site-based

1. Purpose of the Job

- Reporting to the Direct Delivery / Development Lead, this role is responsible for the onsite day to day delivery of the Custody & Detention (C&D) development programme.
- Act as C&D Subject Matter with learning experience
- Deliver elements of the curriculum and CPD sessions
- Assess and coach the learners as required to meet learners and business needs set out by Sodexo
- Working with and act as SME that deliver curriculum elements to ensure learning needs are met
- Manage and produce learner data that will report on learner attendance and progress

2. Organisation chart



3. Context and main issues

1. Support the Delivery Lead to manage and continually improve the systems and processes to enable best in class self-delivery of the C&D development programme at site
2. Be responsible for managing a case load of up to 40 learners, (with additional support above this number) to successfully manage the end-to-end learner journey.
3. Champion the C&D development programme and drive management and engagement
4. Help manage internal stakeholder expectations and support them at all stages of the process
5. Drive the delivery of functional skills at Level 1 and work with an external provider
6. Support the ITC in delivery where appropriate
7. Cross estate / site working to enable consistency and engagement

Commented [A1]: Should design and delivery of CPD sessions be detailed here?

4. Main assignments

- Support managers and mentors
- Site SME and first point of contact for all learning queries after the ITC
- Work closely with Maths and English specialists to coordinate functional skills tutoring for learners
- Ensure reviews take place at least every 8 weeks with additional progress checks as required and provide feedback as necessary.
- Determine the training needs of individual learners, through observations and interactions.
- Gather and upload learning intervention evidence.
- Engage with line managers to conduct learner reviews, to aid decisions on probation
- Monitor, track, and report progress to all stakeholders, including delivery lead and Line managers
- Track progress and achievements to ensure progress is being made and all work is completed as planned.
- Report all concerns swiftly to aid solutions and correct/ prevent reoccurrences.
- Ensure Safeguarding process is known, managed, and communicated for all Learners within their responsibility.
- Deliver CPD sessions to a caseload of learners as set out by Sodexo and SME's
- Engage with detail on site to ensure the release of learners and report any concerns of non-attendance asap
- Ensure learners achieve functional skills where required and conduct initial assessments.
- Undertake any additional training applicable to the role
- Support external training providers to engage with learners when on apprenticeships, where applicable

Commented [A2]: To... is this in delivery of the programme?

5. Accountabilities

1. Ensure stakeholders are kept up to date with developments within the Programme
2. Work with the Delivery Lead and SME's to ensure site delivery is fit for purpose
3. Support the business in meeting the desired people plan and strategic aims of increasing quality and engagement and reducing attrition.
4. Responsible for coaching and mentoring a caseload of learners over a 12-month period, including observations of duties and the delivery of training as set by Sodexo
5. Report to Line managers swiftly any concerns with learners
6. Provide feedback to line managers and senior officers on individual learners
7. Escalate any concerns appropriately either through the reporting line of the individual; your reporting line; or via the HRBP

6. Person Specification

1. Minimum of one year experience in the custody and detention sector (Protective Services)
2. Evidence of occupational competency
3. Committed to continuous improvement and operational excellence.
4. Assessor / coach qualification (desirable) where this is not held the role holder will have the opportunity to development and undertake and apprenticeship.

7. Competencies

<ul style="list-style-type: none">• Growth, Client & Customer Satisfaction / Quality of Services provided / Commit to improve	<ul style="list-style-type: none">• Leadership & People Management / Act collaboratively
<ul style="list-style-type: none">• Rigorous management of results	<ul style="list-style-type: none">• Effective Communication/ Collaborates
<ul style="list-style-type: none">• Brand Notoriety	<ul style="list-style-type: none">• Learning & Development / Nimble Learning
<ul style="list-style-type: none">• Decision Quality	<ul style="list-style-type: none">• Challenge with humility

8. Management Approval

Version	2.3	Date	15/11/2023
Document Owner	Jenny Gunther – Direct delivery lead		