

# Job Description

<b>JOB TITLE</b>	Retail Coach
<b>DEPARTMENT</b>	Apprenticeships

## MAIN PURPOSE OF THE ROLE

The Coach will deliver one to one and group training and development to groups of apprentices, support the application of their skills and knowledge as well as support their line managers to maximise these new skills in the workplace. Delivering a professional, high quality service to our learners is key and is underpinned by quality procedures and Awarding Body requirements.

## KEY RESPONSIBILITIES

- Build strong professional relationships with the client's business areas and the employers to support the effective delivery and ongoing development of the programme.
- Maintain accurate reports and learner records.
- To provide learners with impartial information, advice and guidance to help them make informed decision to help achieve their goals.
- Build strong professional relationships with the client's business areas and Emerging Talent Team to support the effective delivery and ongoing development of the programme.
- Support the design and lead the delivery of high quality webinars and workshops to apprentices Liaise with the Professional Bodies to ensure compliance and quality with all of their requirements
- Manage costs to maximise profitability
- Constantly look for ways to improve the delivery of teaching and learning
- Design and deliver plans to develop the community of line managers – enhancing their experience of the programme
- Provide coaching to line managers to improve their effectiveness as line managers of apprentices
- Schedule learning and development activities
- Provide coaching to apprentices to help them translate their learning and development into workplace competence
- Support the design of remedial and stretch activities for apprentices as appropriate
- Track apprentice performance against their individual learner journey and agree remedial action with line managers and the business where required
- Support the regular assessment of apprentice competence in the workplace
- Actively support apprentices to prepare for the summative assessment, project and presentation
- Support the design and delivery of the graduation ceremony
- Support the evaluation of the programme
- Take the appropriate action to ensure the programme continuously out performs key performance indicators
- Fully comply with all aspects of the Prevent Duty and promote British values in all that we do

## PERSON SPECIFICATION

<b>Requirement:</b>	<b>Essential</b>	<b>Desirable</b>
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<p><b>Education, training and qualifications</b></p>	<ul style="list-style-type: none"> <li>• Level 2 qualifications in English and Maths (if not already held to be achieved in post within agreed timescales)</li> <li>• Coaching Qualification</li> <li>• TAQA or A1 or equivalent assessor awards (if not already held to be achieved in post within agreed timescales)</li> </ul>	<ul style="list-style-type: none"> <li>• Preparing to Teach in the Life Long Learning sector (PTTLS), certificate of Teaching in the Life Long Learning sector (CTTLS) or similar teaching qualification</li> <li>• Level 2 qualification in Information Technology</li> </ul>
<p><b>Skills, knowledge and abilities</b></p>	<ul style="list-style-type: none"> <li>• Ability to deliver up to L4 Retail</li> <li>• Excellent organisational, planning and report writing skills</li> <li>• Excellent communication and interpersonal skills</li> <li>• Excellent influencing and negotiation skills</li> <li>• The ability to build and maintain effective relationships at all levels (internally and externally), be a key member of different teams, and managing complex relationships</li> <li>• The ability to be vigilant, confident and competent in order to challenge learner views or extremist ideas</li> <li>• Strong commercial awareness - understanding the strategic / operational business needs and the key commercial drivers</li> <li>• Knowledge of apprenticeships and the professional qualifications relevant to this sector</li> <li>• Knowledge of assessment methodology and practices</li> </ul>	

<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience managing retail managers</li> <li>• Experience in a retail environment</li> <li>• Experience, coaching and mentoring young people – and their line managers – to achieve excellence</li> <li>• Significant experience of delivering outstanding vocational teaching and learning to young professionals.</li> </ul>	
<p><b>Personal attributes</b></p>	<p>Demonstrate the PeoplePlus trademarks:</p> <ul style="list-style-type: none"> <li>• True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.</li> <li>• Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.</li> <li>• Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.</li> </ul>	