

JOB

DESCRIPTION

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| 1. Job specifics | |
| Job Title: | Digital Learning Consultant Apprenticeships |
| Reports to: | Delivery Manager |
| Location: | Remote |
| Department: | Delivery |
| Vetting Requirement: | Enhanced Disclosure |

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| 1. About the role | |
| Job Purpose | You will have responsibility for a supporting the delivery manager to achieve business goals and driving quality throughout the team.  You will also be responsible for coaching and mentoring a group of learners working towards the successful and timely achievement of their apprenticeship programme. |
| A Day in The Life | **Oversee the Delivery of Excellent Learning Experiences for your delivery area.**   * Supporting the Delivery Manager by addressing delivery related queries from team members, providing timely and accurate support to ensure smooth operations and effective collaboration. * Supporting the Delivery Manager with reporting and the DLA Team leader working practices. * Collaborating with stakeholders to identify and optimise processes to improve the delivery process and enhance efficiency and effectiveness. * Working with a variety of internal and external stakeholders to ensure seamless communicate between teams * Support the team with problem solving and decision making where appropriate * Support business practice leads with continual improvement for your programme area. * Coaching DLC’s on quality improvement and enhancing the learner and employer experience.   **Deliver Impactful and Inspiring 1-2-1 Coaching**  Set the example by coaching and supporting a target caseload of ~60 learners to timely achievement outcome across varying clients.  Provide clear and detailed written feedback on learning activities and goal completion ensuring learners are aware and adhere to their 20% off-the-job obligation.  Leverage and instil in your team a ‘many-to-many’ mind-set and ensure the utilisation of technology effectively and safely to deliver cohort–wide online coaching.  Professionally engage with both employer and learner to update on progress and plan for realistic progression.  Take responsibility for complex customer questions and complaints in line to Company policy.  Through remote working practice, you must observe, review and provide feedback on evidence produced by learners to ensure it is of the appropriate standard to reflect the learner’s knowledge, skills and behaviour and meet the needs of the Awarding Organisation.  Adhere to and apply quality assurance procedures Support learners online across a variety of modules specifically helping them apply their skills to their current job roles.  Utilise effective and proactive online communication techniques to validate task requirements and diagnose areas for learner improvement.  **Internal collaboration**  Provide timely and accurate documentation, management information, and reports in line with agreed business processes and KPIs.  Take ownership of own development ensuring Continuous Professional Development (CPD) is kept up to date.  Assist with projects to support internal and external team needs.  Initiate process improvements and support implementation across immediate and wider team. |
| KPIs & SLAs | You and the team will achieve agreed standards of learner results/quality standards set out by the senior management team to include the below   * Internal and external stakeholder expectations will be met, as measured by routine customer service reviews. * Individual and team KPIs as agreed with Head of Delivery and Senior Leaders. * Adhere to SLAs within agreed exception rates. * Achieve or exceed agreed targets of successful programme completion. * NPS maintained and improved above 60 * Quarterly retention rates kept above QAA’s and national averages. * Quarterly potential achievement rates increased above QAA’s and national averages   Learners receive feedback and responses within 24 hours. |
| Key Working Relationships | * Learners * Employer representatives * Mentors * QA Group Learning & Delivery teams * Business Practice Leads * QA: Sales, Compliance; Product Development and Quality teams |

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| 1. About You | |
| Your Competencies  **1: Working Level**  **2: Advanced Level**  **3: Expert Level** | * Excellent communication and coaching skills * Able to diagnose learner needs and adapt to their requirements in a remote environment * Strong planning and organising skills with the ability to prioritise and delegate where appropriate * Ability to solve problems using experience and knowledge to overcome barriers * Experience in management and effective use of remote intervention * Attention to detail with strong administrative skills * Able to manage, motivate and support team members * Capable of making decisions in line with policy guidelines |
| Your Experience | * Recent experience of performance management, personal development and coaching * Business exposure in your specialist area * Robust sector/ industry experience for the relevant programme you support * Experience of working in a customer centric, fast paced, matrix environment * Good history of meeting KPI’s |
| Your Knowledge | * Awareness of Equality and Diversity * Up to date knowledge of legal policy requirements including Safeguarding; Prevent and Health and Safety |
| Your Qualifications | * Qualified to degree level (or equivalent) in programme area * Good IT skills, including data analysis and report writing etc.   **QAA:** understanding QAA Quality code, familiar with developments in Apprenticeship administration and programme delivery |
| What you’ll bring to QA | • Forms appropriate relationships with those you collaborate with and maintains professional boundaries in your work  • Works within organisational policies, procedures and  Guidance specifically related to Safe Recruitment Guidelines  • Is committed to demonstrating the organisations values  and behaviours in your work, acting and raising concerns where necessary  • Passion and enthusiasm for helping learners to succeed, coaching others and business improvement  • Positive attitude, with a high level of resilience with faced with challenges  • Results orientated and keen to develop others  • Great team player, able to form effective business relationships both internally and externally |

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| 1. COMMITMENTS & SAFEGUARDING |
| QA is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs. We hold the expectation that all staff share this commitment in creating a safe and inclusive environment and as an organization, we comply with relevant legislation and best practices in safeguarding and safe recruitment.    This post is exempt from the Rehabilitation of Offenders Act 1974 and a comprehensive screening process will be undertaken on successful applicants including:   * an enhanced disclosure check * Child Barring list check (where applicable) * qualification checks (where applicable) * online checks * medical fitness * identity and right to work   All applicants will be required to provide two references covering the previous three years and a Criminal Declaration form must be completed and returned ahead of interview.    We look forward to welcoming dedicated individuals who share our commitment to safety and well-being. |