



JULY 2018

SALARY

To be confirmed

**POSITION TITLE**

TRAINING COORDINATOR - Business Administration and Management

REPORTING TO

Operations Manager

**OVERVIEW OF THE ROLE**

Provide a varied programme of delivery in line with the required qualification/ standard specifications and offer an integrated programme of teaching, training, support, mentoring and development of learners.

Quality teaching must be adhered to in line with Awarding Body standards and N&B Training's Scheme of Work to ensure the timely achievement of learner goals and qualifications/standards as per Company and regulating bodies requirements.

This is a peripatetic role which will require delivery of training which will be geographically assigned to the role by sector competence.

DEPARTMENT

Assessing team

**PRINCIPLE ACCOUNTABILITIES**

- Engagement with employers and learners to deliver a quality service - meeting KPIs set for starts, new sign ups, leavers and learner progression through to completion of qualifications
- Deliver a range of qualifications/standards where occupationally competent in accordance with the Quality Assurance process
- Effectively maintain a caseload of learners (at agreed and specified level)
- Highlight and where appropriate, deal with learner issues and provide focussed learner support and identify and provide additional support where required
- Develop and use a range of techniques and resources tailored to learner's individual needs - supporting them throughout their learning journey towards successful achievement and completion of their ILP
- Maintain learner information, ensuring quality and integrity of data which is accurately recorded and submitted efficiently to meet contractual requirements
- Work with the direct Line Manager to maintain and improve N&B Training's quality of delivery across all programmes - including success rates, observations of learning and performance management
- Take an active part in Team, Standardisation and Company meetings
- Take an active role in preparation toward Ofsted inspections as well as taking part in inspections as requested - including maintaining own CPD and maintaining occupational competence in areas of expertise
- To also be accountable for sourcing each month an agreed number of Learner Starts (either for themselves or colleagues) and as agreed and monitored by their Manager and as part of the KPI performance measures of this role
- Identify new opportunities, referring learners as required to further progression, maximising direct delivery opportunities
- Ensure all quality and compliance processes area fully adhered to in order to mitigate risks to funding and success rates and to ensure N&B Training remains at least Grade 2 Ofsted standard
- Ensure that you work to N&B Training's vision, values, objectives and priorities

START DATE

To be agreed

## LOCATION

Working from our offices  
in Guildford

## STATEMENT

**We practice equal opportunities in respect of all applicants. Every applicant is given equal consideration during the interview and selection process.**

and are strongly committed to them

- Understand and adhere to all responsibilities to ensure that the quality requirements of N&B Training's Quality Assurance Framework, funding body, OFSTED or any other contract stakeholder are maintained
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety, Safeguarding and Prevent procedures and ensure that the policies are adhered to at all time
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying, Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all N&B Training's processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Professional Development, including sharing good practice, competency updates, engaging with training and acquiring/maintaining any individual qualifications required for the role
- Work flexibly in the field as and when directed by Line Manager
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

## CORE COMPETENCIES

All N&B Training employees are required to demonstrate a number of core competencies

- Self-management - manage workload effectively
- Relationship management - develop and maintain productive relationships with your team, management, clients, partners and all key stakeholders
- Customer and employer focussed - be committed to understanding client aspirations and supporting their needs.

## ATTITUDES & BEHAVIOURS

- Represent N&B Training in a professional manner on all occasions
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications and sharing good practice across the organisation and externally.

## SKILLS & KNOWLEDGE REQUIREMENTS

As a minimum:

- NVQ Level 3 or equivalent



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## CONTACT US

Chancery House  
Leas Road  
Guildford  
Surrey  
GU1 4QW

**01932 252599**

info@nandbtraining.co.uk  
[www.nandbtraining.com](http://www.nandbtraining.com)

## DISCLAIMER

This job description is the responsibility of the job holder. Any additions/deletions should be marked on this copy and sanctioned by your manager for updating and returned to the job holder.

- L2 or equivalent in Functional Skills English, maths & ICT
- Sector knowledge and experience
- Geographically able to work with learners in a required area
- D32/33/A1 or equivalent training/assessment related qualification
- Knowledge and understanding of appropriate quality and compliance frameworks e.g. Common Inspection Framework
- Knowledge of training and/or assessing delivery
- Proven ability in project planning and meeting time, cost and quality targets
- Strong awareness and proactive approach to Health & Safety issues
- Able to monitor and maintain records
- Competent in use of IT including Microsoft Word, Excel and Powerpoint to intermediate user level
- Competent in delivery of English and maths
- Full driving license and full access to the use of a car (not necessarily required for London region)
- Knowledge and understanding of Government Funding streams
- Skilled in customer and employer liaison.

## DESIRABLE

- At least PTLLS or other Teaching qualifications are desirable
- Demonstrate up to date occupational competence.

## ABOUT US

Established in 1998, we are a Government approved private training provider based in Guildford, Surrey, servicing many small and medium sized enterprises across the South East of England. We facilitate apprenticeships in eight work sectors including Business Administration, Childcare, Customer Service, Health & Social Care, Hospitality, Management, Retail and Team Leading. We are a fast growing team of passionate individuals, with individual expertise in our fields and collectively champion and believe that education can *inspire excellence in all*.

We are committed to safeguarding and promoting welfare of all learners/ customers, and expect our staff to share this commitment.

All roles will require a DBS Disclosure check due to the nature of the work to be undertaken.