



## Jobs Growth Wales+ (JGW+) Learning Coach

**Contract term: Permanent, full-time**

**Hours: 37 hours per week**

**Location: ACT Skills Centre, Bridgend & Aberdare**

**Salary: £24,100 rising to £28,000 per annum pro rata**

**If you would like to work for an organisation that holds 3-star accreditation with Best Companies demonstrating extra-ordinary levels of staff engagement, has gained a place on the Times Best 100 Companies to work for in the UK for the last seven consecutive years and that holds Investors in People Platinum accreditation we would love to hear from you!**

### Who we are:

As Wales's largest Training Provider, ACT provide a wide range of training programmes and qualifications including Traineeships, Apprenticeships, Higher Apprenticeships and Schools provision across 30 different sectors throughout Wales.

ACT is all about people. With a family feel culture we believe our employees are our greatest asset. We're all extremely passionate about making a positive difference to people's lives by providing excellent learning programmes and opportunities.

### What you'll do:

We are looking for a passionate individual to support the health, wellbeing, social and emotional development of learners, through the management and implementation of effective attendance, learning and behavioural strategies. You will provide one-to-one support to learners in order for them to fully participate in all training activities and place focus on the development of their confidence and independence.



This position fits within the JGW+ Department reporting to the Learner Support Managers.

ACT is committed to promoting the Welsh language for both staff and learners, and whilst it is not considered essential criteria, the ability to speak Welsh is desirable for this role.

### What we offer:

- Generous holiday package (up to 45 days per year)
- Annual salary increases
- Healthcare cash plan
- Contributory pension scheme
- Life assurance
- Wellbeing initiatives including access to in-house counselling
- Employee voice initiatives including a staff council
- Flexible and hybrid working options (where applicable)
- Annual team building events
- Four paid volunteering days per year
- Length of service and birthday rewards
- Staff recognition awards
- Complimentary tea and coffee
- Excellent learning & development and CPD opportunities
- Formal coaching and mentoring opportunities
- E-learning platform available to all staff

**INVESTORS IN PEOPLE™**  
We invest in people Platinum  
Rydym yn buddsoddi mewn pobl Platinwm



## What you are responsible for:

- To use Vision and other in-house systems to monitor, collate, maintain and update attendance data, as well as investigate unexplained absences.
- To assess the needs and vulnerability of learners based on the information provided within ARR to determine the level of support required.
- To provide support to both Staff and Learners during the induction period.
- Provide individualized mentoring and pastoral support to Learners.
- To manage and implement effective attendance and behavioural strategies in order to enable learners to focus on learning, progressing and achieving.
- Manage a caseload of learners effectively where a consistent level of support can be provided.
- To contribute to the Wellbeing Curriculum and provide support in the delivery of Wellbeing activities outlined in the curriculum.
- Work directly with their occupancy of Learners; completing monthly reviews and Individual Learning Plans for these Learners.
- To develop and implement behaviour plans and positive handling plans.
- To monitor learner progress against targets set within their Individual Learning Plan.
- To identify learners who are at high risk of disengaging and implement early intervention and strategies to prevent this from happening.
- To provide individual pastoral and mentoring support to learners.
- To assist Skills Tutors in planning, evaluating and adjusting learning activities to meet learner needs.
- To monitor the progress and well-being of learners with additional needs to include behaviour, mental health, looked after young people and wider ALN categories.
- To provide information and advice to learners to support them to make choices about their own learning, behaviour and attendance.
- To assist with the ALN assessment process and work to identify learners who may have undiagnosed needs and gather evidence required for ALN panel.

- To work on a 1-1 basis with learners who are struggling within the learning environment for a variety of reasons and work with Tutors to develop strategies to reintegrate them.
- To build on working relationships with Key Stakeholders such as Working Wales, departments within Local Authorities such as Social Services, YOT and Community based organisations to better the level of support that can be provided to Learners.
- To build excellent relationships with learners, parents/guardians, support workers, careers advisors and youth offending workers, to reduce absence levels and ensure that learners get the most out of their training experience.
- To attend multi agency meetings with support workers, careers advisors and other agencies as required to support learners and report on progress.
- To ensure that ACT Safeguarding policies and procedures are adhered to.
- To carry out any related administrative duties required.
- To adhere to and promote **ACT's** environmental practices.
- Any other duties as requested by your line manager/other manager, which may be necessary from time to time.

### Personal and other duties and responsibilities:

- Demonstrate dignity, courtesy and respect towards others.
- Critically reflect on own values, knowledge and skills to improve learning.
- To actively keep updated with the company's services and programmes.
- Maintain CPD by attending training events, courses, meetings, workshops and seminars to keep abreast of subject/vocational area to not only develop yourself but also the company.
- To demonstrate clear written and verbal communication skills including report writing skills.
- To be highly self-motivated and organised.
- To ensure effective customer care skills.
- A recognition and regard for observing confidentiality.
- The capacity to work as part of a team.

- An ability to work on own initiative and meet set timescales.
- General housekeeping duties.
- To display ACT core values at all times.

**INVESTORS IN PEOPLE™**  
We invest in people Platinum  
Rydym yn buddsoddi mewn pobl Platinwm



## Person Specification

### What we are looking for:

		Assessment Method	Essential	Assessment Method	Desirable	
<b>Experience</b>	<b>A</b>	Application/ Interview	Proven experience of working with disengaged young people and/or those with additional learning needs in a training/education or youth work setting.	<b>A</b>	Application/ Interview	Experience of working within the Work Based Learning Sector.
	<b>B</b>	Application/ Interview	Experience of supporting Wellbeing and personal development of learners.		Application/ Interview	Experience of delivering and/or facilitating sessions in a variety of settings.
<b>Qualifications &amp; Knowledge</b>	<b>A</b>	Application/ Certificate verification	Minimum of 3 GCSE grades A-C in Maths and English or equivalent	<b>A</b>	Application/ Certificate verification	Training/Youth Work qualification Learning coach qualifications
				<b>B</b>	Application/ Certificate verification	Wellbeing and personal development qualifications e.g. Mental Health first
<b>Skills &amp; Attributes</b>	<b>A</b>	Interview	Creative and passionate for training/learning	<b>A</b>	Interview	Welsh speaker
	<b>B</b>	Interview	Ability to develop others			
	<b>C</b>	Interview	Proven track record of meeting targets			
	<b>D</b>	Interview	Excellent written and verbal communication skills			
	<b>E</b>	Interview	Well organised			
	<b>F</b>	Interview	Excellent IT skills with programmes such as Microsoft Office, Word and Excel			
	<b>G</b>	Interview	Willingness and ability to be flexible and go above and beyond as and when needed			
	<b>H</b>	Interview	Team player with ability to work on own initiative			

	<b>I</b>	Interview	Willingness to undertake personal & professional development in relation to your role and business needs			
<b>Personal Qualities</b>	<b>A</b>	Interview	To uphold ACT Values			
<b>Other</b>	<b>A</b>	Interview	Hold a full U.K. driving licence			

Have you got what it takes? <https://www.irishrcloud.co.uk/recruit/application/apply.aspx?cid=527-9B7AAB5D-403A-4465-A6FE-A54AB5AF32C9&VacancyID=21940-6D37198D-FD01-4C00-85E5-D0BEE307C3F1>

**INVESTORS IN PEOPLE™**  
 We invest in people Platinum  
 Rydym yn buddsoddi mewn pobl Platinwm

