



New College Durham

JOB DESCRIPTION

Job Title:	Curriculum Support Coach in Business
Grade:	Support Grade E
Hours:	37 hours per week (pro-rata)
Location:	Framwellgate Moor Campus
Department:	School of Sport, Business, Public Services & IT
Accountable to:	Head of School/Curriculum Manager

Job Purpose

The post holder will support the curriculum across a range of courses including:

- L2 Diploma in Business
- L3 Subsidiary Diploma/Diploma/Extended Diploma in Business
- Apprenticeships in Business & Administration
- Apprenticeships in Customer services

Key Result Areas

1. The post holder will be a member of the team within the School of Sport, Business, Public Services & IT and will contribute to the effective and efficient organisation and delivery of designated courses; supporting academic colleagues and instructing students for up to 500 hours per annum. This may include:
 - Undertaking assessment, monitoring and marking of student work and related activities and providing differentiated verbal/written feedback to students on both student work and pastoral issues
 - Providing short-term cover arrangements, cover supervision, support in recruitment and transitional events, supporting student trips and work experience/placement, as well as assessor duties (see Point 6)
 - Supervise, as directed, student learning activities in a learning centre, library, classroom, IT centre, workshop, visits, placements or any other learning situation.



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2. To facilitate and support the development and enhancement of the academic and employability skills of students. This may include work experience, work based activities, and enterprise and entrepreneurial skills, including co-ordination of placements and follow up visits
3. Liaise with relevant staff such as subject tutors, course leaders, personal tutors, Curriculum Managers and appropriate support staff to support the students learning experience
4. Contribute to the on-going development of the process and documentation for planning for learning
5. To utilise and input into ILPs to monitor and inform learner progress and to support students with target-setting and action planning with regards to their academic aspirations
6. Undertake, as required, the assessor role for a designated course(s) which includes responsibility for:
 - Supporting all learners with their portfolio building, both desk based and in the workplace, to achieve their learning goals within a designated timeframe
 - Maintaining up to date records to track learner achievement and performance
 - Assessing the training / workplace environment to ensure it meets Health and Safety standards and awarding body requirements
 - Supporting learners to achieve qualifications through:
 - Organising and carrying out work based observations and assessments as required by specific programmes
 - Recording and providing feedback to students
 - Guiding and tutoring in support of students
 - Reviewing progress against targets.
7. Undertake, as directed, the requisite administration appropriate to the learning situation including the marking of registers, maintaining detailed student records/contact logs and the submission of other returns and records
8. Contribute towards the College's Quality Assurance and Improvement procedures in respect of academic learning support services
9. To liaise with relevant staff such as subject lecturers, course leaders, tutors, Curriculum Managers and Head of School
10. To liaise with appropriate staff in College e.g. PLC/APLCs, Advice, Support & Careers and Learner Development Coordinator, and refer students to other agencies, as appropriate

11. To encourage and motivate students and help the learner build up self-confidence and self-esteem
12. To raise student aspirations and develop and enhance their skills
13. To cover a range of educational visits which may include overnight stays
14. To encourage students to take responsibility for their own learning

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.



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Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the “assessed by” stages stated.

PERSON SPECIFICATION

**Job Title: Curriculum Support Coach
In Business**

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C or above) or equivalent	1	✓	
Experience in working within a Business / Retail Environment	1	✓	
A1 Assessor Award or working towards	1	✓	
V1 award or equivalent	1		✓
Experience of managing a learner caseload	1, 2		✓
Recent experience of working within an FE/HE College or training provider delivering apprenticeship provision	1, 2		✓
A working knowledge of working with and assessing learners work in an educational establishment	1, 2		✓
Recent experience of improving learner success rates	1, 2		✓
Skills		Essential	Desirable
A proven track record of being able to prioritise and organise own work	1,2	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	1,2,3	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	1, 2, 3	✓	
Demonstrate the ability to work effectively with others	1, 2	✓	
A commitment to resolving problems and to improving own performance	1, 2, 3	✓	



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Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers including employer engagement	1, 2, 3	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	1, 2, 3	✓	
Recent experience of supervising training within a Business / Retail setting	1, 2	✓	
Suitable to work with young people and vulnerable groups	1, 2	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

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