

Colchester Institute Person Specification

Position: Apprenticeship Development Coach

	Essential	Desirable	How is this assessed?
Qualifications			
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent.	✓		A
Level 3 qualification in one of the following: <ul style="list-style-type: none"> • Mentoring • Customer Service • Information, Advice and Guidance Or a bachelor's degree in Business or Management.	✓		A
Level 3 or above qualification in one of the below subject areas: <ul style="list-style-type: none"> • Human Resources • Procurement and Supply • Management 		✓	A
Experience			
Experience of a customer service role providing evidence of outstanding customer service and quality assurance.	✓		A / I
Experience of providing support, mentoring and coaching ideally within apprenticeships or an educational setting.	✓		A / I
Excellent administration and communication skills.	✓		A / I
Demonstrate evidence of effectively liaising with customers/employers and key stakeholders internal and external to the organisation.	✓		A / I
Experience of using database systems and e-portfolios.		✓	A / I
Experience of managing a range of duties across multiply competencies whilst delivering work to a high quality within determined time frames.	✓		A / I

Knowledge and Skills			
An understanding of the recent changes to Apprenticeships and the ability to drive change whilst helping others to reach their business and individual potential.	✓		A / I
Ability to lead, influence and negotiate others in order to meet targets and goals within set timelines.	✓		A / I
Ability to work effectively with delivery staff across multiply teams as well as the ability to work independently.	✓		A / I
Excellent interpersonal, oral and written communication skills and evidence of professional and effective relationships with employers and other stakeholders.	✓		A / I
Committed to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment and an understanding of the safeguarding practices.	✓		A / I
Evidence of working with Senior Staff within an organisation.	✓		A / I
Excellent organisational and time management skills with the ability to both prioritise duties and work under pressure whilst still maintain a high-quality output within set deadlines.	✓		A / I
Personal Attributes			
Ability to work effectively both independently and as part of a team.	✓		I
A positive can-do attitude.	✓		I
A strong commitment to equality and diversity.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		I
Ability to work flexibly to meet changing needs and work demands.	✓		I
Continuously improving and commitment to own personal and professional development.	✓		A / I

Ability to travel between campuses and workplaces is essential.	✓		I
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KEY:

A	Application
I	Interview
P	Presentation/Micro-teach
T	Test