

TDM Performance and Professional Development Coach Job Specification

The Performance and Professional Development Coach is the backbone of our service delivery to learners and employers.

Tech and Digital professionals need to develop, not only technical skills but they also need to successfully embed in the workplace by developing personally and professionally.

Whilst most of your work will be home based and delivered digitally, TDM are looking for a peripatetic coach (with own car) to work with Tech and Digital Sector Apprentices and Bootcamp Learners and Employers, mostly in the West Midlands and neighbouring counties. Prior Work Experience in the Tech and Digital Sector or in the Apprenticeships Delivery Sector is an advantage, but neither is necessary. You must have an active interest in tech and digital and you must also, very sincerely, want to help TDM to do whatever we can to close Britain's Workforce Productivity Gap.

Core duty 1: Document the delivery of very real Professional and Personal Development

- Document the learning you deliver. In your documentation you will tell the real stories as to how you are helping employed adults to:
- Create career-capital value for themselves within a range of tech and digital industries: enhancing their prospects of social mobility and financial security
 - Either: secure a career break for themselves as a Bootcamp retrainer:
 - either as a reskiller (achieving a TDM digital apprenticeship opportunity – or at least a new digital responsibility - with their current employer)
 - or as a recruit (achieving a TDM digital apprenticeship opportunity – or at least a new digital job – with a new employer)
 - Or: gain (or engage) a national apprenticeships standard for themselves within a digital industry, ideally with merit or distinction grades and 1st /2nd class honours at Degree Apprenticeship Level.

To achieve this, they need to create a compelling e- Portfolio which “tells the story”, their own competency development, pass a range of challenging knowledge tests, assignments and projects and impress at the final assessment.

They will achieve this by means of their Tech and Digital Programme but also by understanding the SFIA levels of responsibility and applying this to their own career development: <https://sfia-online.org/en/sfia-8/responsibilities>

- Your key role will be to continuously and incrementally document and submit “the auditable file”: i.e., a compelling narrative as to how your learner grew as a valued professional by systematically developing their own skills, knowledge and behaviours. The story will showcase the learner distance travelled from pre-enrolment through to each of the programme stages: delivery and completion.

Whether working with a Bootcamp learner, an apprentice or a degree apprentice, you will

also get to “tell a story” of success.

Core duty 2: Embed Employees for the Long Term with your Employer Partners:

- You will form strong professional relationships with the learners’ employers and mentors. And you will be helping employers and employer mentors to:
- Understand the SFIA levels of responsibility approach and apply it to the development of their existing or potential workforce.
- Embed and upskill an employed person into a new job role by a process of work-based learning: aligning theory and knowledge acquired with a genuine, practical application of those new understandings – so that they can develop and evidence genuinely new workplace competencies.

Core duty 3: Grow Careers in the region

- You will be helping the West Midlands region by:
 - Stretching, challenging, fostering, rebuking (wherever necessary) and harnessing the next generation of tech and digital experts and intrapreneurs.
 - Making sure they continuously develop as professionals, with TDM support wherever possible.

Core duty 4: Compliance Auditing and Performance Checks and reporting

- The compliance auditing and performance monitoring side of this role is as important as the learner/mentor coaching and training.
- You will be the primary auditor of your learners’ files and liaise with skills and knowledge coaches and trainers to ensure the learners’ files are compliant with the requirements of the funding and performance management rules. This to ensure 100% compliance on documentation so that learner progress can continue seemingly.

Other key accountabilities

- Serving as Safeguarding Officer for all of your learners, especially those under 18 or vulnerable adults. TDM have additional legal Safeguarding responsibilities when safeguarding children, see:
<https://www.gov.uk/topic/schools-colleges-childrens-services/safeguarding-children>
- Understanding employers’ business needs and supporting learners to align with these.
- Serving as IAG Rep for all of your learners (providing impartial Information, Advice and Guidance)
- Signing up apprentices in their workplaces, setting them up on the VLE (Virtual Learning Environment) and planning a whole programme learning plan during their first day in Learning course
- Conducting Exit and Progress Review visits for degree apprentices, apprentices and bootcamp recruits and reskillers and checking on destination data (30 and 90 day after programme completion) as per programme requirements.
- Coaching and training (online and in classrooms) degree apprentices, apprentices and bootcamp retrainers to improve their employability attitudes and behaviours
- Supporting learners that need to achieve Functional Skills certification at L2 to work towards and achieve this goal.
- Working with all learners to ensure they are continuously developing their English, mathematical and digital skills.
- Coaching and training learners in response to National Educational Priorities, e.g.,

Fundamental British Values, Equality and Diversity, Health & Safety, Employee Rights and Responsibilities, Safeguarding and Prevent etc.

- Maintaining and acting on RBSG (Red, Bronze, Silver, Gold) - rating Work-Based Learning Plans + reporting issues to Managers.
- Be a liaison between the mentors and the learners to seek resolutions to problems.
- Support learners that have got identified additional learning support needs and/or referring them to the specialist support office.
- Visiting or virtually connecting in order to coach bootcamp retrainers, apprentices(+mentors), in order to teach (train, coach), monitor progress on, set new tasks for and update the Work-Based, Individual Learning Plan in the VLE.
- Scheduling, arranging test days & examination events, liaising with the support team.
- Employer / Learner Satisfaction Surveys and Check-ins (& consequent performance improvements)
- Other Employability Coaching or Professional development tasks as determined by Directors / Managers.

Key Performance Indicators:

- Apprenticeship & Bootcamp retention on programme @90%+
- Apprenticeship & Bootcamp completion rates @ 90%+
- Apprenticeship & Bootcamp Timely Completion rates @ 90%+
- Apprenticeship EPA Pass rates @ 90%+
- Bootcamp achievement of positive job outcome at 30-days, 90-days and 6-months checks -@90%+
- Employer Satisfaction @ 90% Good or Better
- Learner Satisfaction @ 90% Good or Better
- Less than 10% compliance error rate. Thorough documentation and capture of positive outcome evidence is critical to this role. Your ability to record keep regularly and informatively is a critical success factor. Your records need to be incrementally narrative, thorough, clear, fair and consistent.
- Gathering evidence of outcome achieved at the completion, 30-day and 90-day stages. This is to prove the learner has achieved the desired positive outcome. For example, for bootcamp reskillers, a letter from the employer confirming the new digital job role or the new added digital responsibilities to the job role.

Employee Package

- Salary starting from 24K to 30K+ (depending on experience in the sector) with further career opportunities according to our career progression strategy.
- Continuous professional development, starting after successful completion of probationary period (usually 6 months).
- Contribution towards higher education fees such as Level 5/6/7 diplomas, master modules, depending on time in company.
- 24 days annual leave + 8 bank holidays for full time employees (with option to buy out more holidays)
- Pension plan scheme incrementing with years in service.

About TDM

TDM believes strongly in the value of work-based learning and coaching.

We seek to do good for the West Midlands and its inhabitants by assisting regional and national economic development, closing the skills and productivity gap and aiding social mobility.

We currently focus on Tech and Digital skills development priorities, identified by local authorities in the West Midlands region, by enabling the responsible and ethical usage of UK Government funding via the national apprenticeship levy and other funding streams to coach and train new or existing employees, in local organisations, on Tech and Digital Programmes including Apprenticeships and Bootcamps.

We are Doing Well by Doing Good and delivering Tech & Digital Work-Based Learning, underpinned by academic rigour. We believe that people can only do well for themselves if they focus on doing good for others.

To achieve our mission, we partner with employers and individual learners, either already employed or unemployed and new to their organisation, who want to benefit from these coaching and training programmes and create an impact in their places of work, at the same time as advancing their Careers.

“Safeguarding Commitment: TDM are committed to safeguard and promote the welfare of all children, young people and adults at risk. Safeguarding is everybody’s responsibility, and we have an essential role to play in making our learning community safe and secure”.

“We are an Equal Opportunities Employer: TDM are committed to equality and diversity and our recruitment policy follows the employment statutory code of practice”.

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<https://www.linkedin.com/company/tdm-ltd/about/>

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