



The
Development
Manager Ltd.

Skills and Knowledge Coach (SKC) Job Specification

Our Tech/Digital Skills and Knowledge Coaches:

- Help individual learners achieve career and social mobility
- Help employers and companies achieve organisational digital transformation, growth and success

via skills and knowledge coaching and training following our curriculum intent on an individual learning plan.

As a Skills and Knowledge Coach you will be responsible for tailoring our curriculum to the employers and the learners' unique and specific needs. You will be required to follow the TDM PATTA coaching process, a continuous process to Plan, Assess, Teach/Train and Align the individual learning plan at every intervention with learners (and employers), with the aim to help them achieve their recognised programmes and qualifications.

As a Skills and Knowledge Coach you will have expertise in the areas of Tech and/or Networking and/or Software Development. Depending on the level of seniority, coaches are expected to deliver across all the programmes we provide.

Summary of key accountabilities

- Ensure retention of learners on programme via supporting learners and their employers (if applicable) to have a clear pathway on how to progress through their programme steps.
- Ensure learners achieve a positive outcome in their programme of study, to allow them to have a positive impact in their professional lives.
- Regularly adapt the curriculum in line with the individual learning plan and the employer company's needs (where applicable).
- Plan for and conduct tripartite coaching sessions (where applicable) – liaising with mentor/employer to create and manage a unique learning plan tailored to the learners in their places of work, with the aim of helping them to achieve the highest grade possible in their chosen Tech and Digital programme.
- Deliver classroom teaching and training either via the virtual classroom or at one of TDM training centres (Birmingham, Worcester or across West Midlands). Delivering immersive, differentiated, and impactful interactions, embedding Maths and English, to ensure active participation by all learners in the groups, through a variety of methods, which contribute to positive learning outcomes.

- Facilitate formative and summative assessment of learners' skills and knowledge via a range of methods.
- Provide coaching support - working with the learners and mentors (where applicable) to help them advance in their chosen programme by checking their progress and giving robust feedback and monitoring progress.
- Deliver the required inputs and outputs to all learners in caseload to ensure programme timely completion, programme successful achievement and compliance with programme requirements.
- Demonstrate an in-depth knowledge of the programmes you coach and train on.
- Document the learning journey. Ensuring all evidence is completed to a high standard and ensuring it is compliant before adding into the TDM systems.
- Align with the curriculum intent and strategy (CIS) and TDM values.

Essential Knowledge, Skills, Professional Attitudes and Behaviours

- Experience at being employer/business oriented: polite, responsive and persistent to help employers and learners achieve goals.
- Experience of developing individualised learning plans and SMART targets, monitoring these and working with learners to progress forwards.
- Being client and customer focused. Understanding the priorities of the clients, such as learners and employers, and adapting the programme to suit their needs.
- Technical / Occupation-related experience.
- Experience at training, teaching and / or coaching to either big or small groups.
- Experience of providing interactive and engaging teaching, training, and development opportunities to adult learners.
- Experience at producing quality documentation to evidence learning and working on different IT systems to manage caseload and learner plans.
- Experience at providing formative assessment and internal quality assuring learners work, monitoring progress after feedback.
- Excellent written, verbal and presentation skills.
- Being confident and able to take initiative to work effectively.
- Excellent problem-solving skills to aid learners overcome barriers to achieve their planned programme goals.
- Ability to manage workload, time, and resources effectively and achieve deadlines.
- Hold a clean driving license with access to a vehicle.

Desirable experience and skills

- Previous commercial training/educational/teaching/lecturing experience.
- Experience of government-funded training/teaching, particularly apprenticeships.
- Experience of Ofsted/QAA/OfS Inspection.
- One to one coaching expertise.
- Previous experience on working with virtual learning environments (VLE).

Qualifications

- Relevant subject degree for professional level. For a senior position an MA or PHD is required.
- Industry certifications such as CompTIAs, MTAs, Cisco, etc.
- Level 3+ vocationally related qualification for Tech/Digital sector.
- Level 3+ Award in Education & Training (or equivalent) teaching qualification or willingness to acquire one (Essential).
- Level 3+ Certificate Assessing Vocational Achievement (CAVA) qualification or willingness to acquire one (Essential).

Skills and Knowledge Coaches will work across a few or all TDM programmes – depending on level of seniority and expertise.

Our Safeguarding Statement of Intent

“TDM is 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 pride ourselves for having a diverse workforce and for actively promoting equality and diversity as part of our service delivery.

Employee Package

- Competitive salary
- Working from home/hybrid and flexible working.
- 24 days holiday per year + bank holidays (with the option to buy more).
- An individual learning plan to help assist you toward your developmental and career goals.
- Pension scheme increasing with years of service.

About TDM

TDM are a training provider who specialise in Tech and Digital Learning Solutions that are in-line with the latest industry led Standards. We deliver this learning at all levels, from retraining programmes at L2 through to L3, L4 and up to the BSc (Hons) Digital and Technology Solutions Professional Degree Apprenticeship and the Digital Marketer Integrated Degree Apprenticeship.

Our curriculum intent: *“Genuinely work-based learning underpinned by academic rigour”*

Our vision is “Doing Well by Doing Good”, our team is passionate about delivering a high-quality service and creating a positive impact on:

- the learners
- the employers and
- the regions we operate in.

Find us on:

LinkedIn

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

Facebook

<https://www.facebook.com/TDMapprentices/>

Check our Full Ofsted Inspection Report (March 2022)

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Also check our 5 start reviews in Google