



Job Description

Job Role: Insurance Facilitator/Development Coach

Line Manager: Quality Manager

Hours: Freelance

Salary: Negotiable

Remote working: Yes

Role Profile

This role of the Development Coach is to be a specialist within the sector, to deliver the high quality of teaching and training, and to develop and inspire the learner through their understanding of the Knowledge, Skills, and Behaviours for their apprenticeship and CII qualification. The role requires the Development Coach to support the learner through their journey, by delivering exceptional teaching and training, assessing the learner's work following submission whilst providing robust feedback, and conducting the learner review to provide pastoral advice, guidance and consistency.

Role and Responsibilities

- Provide and deliver a high quality and robust programme to support the development of the learner to ensure they are fully prepared in relation to their knowledge, skills, and behaviours
- Provide both elements of coaching and mentoring during the teaching sessions and the coaching calls to personalise the learning outcomes and ensuring progress to achieve a timely manner, which in turn develops a positive attitude towards learning and studying
- Provide timely and constructive feedback to learners to enable learner to understand their achievements and how to be challenged further in relation to their apprenticeship
- Ensure own caseload of learners are progressing in line with their target achievement dates and liaise with Apprenticeship Manager to help drive engagement
- Ensure all formal progress reviews are completed robustly to ensure a clear audit trail can demonstrate the sequence of the learner journey whilst ensuring meeting full compliance of Ofsted, ESFA and other regulatory bodies
- Assist both IQA and Quality Manager with ongoing development of the programme to ensure all resources are current and valid to drive engagement of the learner journey and drive success
- Utilise all appropriate technology to deliver and assess the learner journey to enable commitment and engagement from the learner to develop all knowledge, skills, and behaviours effectively and efficiently
- Conduct assessments that are in line with the assessment strategy that builds evidence for the qualification to help prepare learners for assessment within the EPA
- Ensure all learner documents and records are accurately maintained and stored correctly on portfolio to provide a consistent approach to the learner journey

- Observe learners either remotely or face to face with the set criteria laid out by the awarding body and provide feedback accurately and timely
- Identify, complete and record CPD accurately to develop and maintain own personal knowledge and ability to support learners through their apprenticeship
- Attend all standardisation and team meetings as required to share best practice
- Using our online learning register, identify and report any learners missing from learning in a timely manner

Benefits

- 22 days annual leave, which exclude business closure over Christmas period + Bank Holiday
- Employee Assistance Programme
- Birthday off
- Company Pension Scheme
- Support with training and development

Essential or desirable Skills and knowledge

Criteria	Essential	Desirable	Assessed
Qualification and Training			
Assessors Qualification (D32 or A1)		•	Application
Education and Training L3 minimum	•		Application
GCSE grade C or above in English and mathematics or equivalent	•		Application
Occupational Qualifications to a minimum of level 5	•		Application
Cert CII or above	•		Application
Skills knowledge and experience			
Worked in a Development Coach role for more than 2 years		•	Application
Extensive knowledge and understanding of FCA guidelines and rules	•		
Excellent attention to detail and time management of own caseload and learner progress and achievement	•		Interview
Good time-keeping skills and the ability to multitask to enable you to effectively manage training schedules to meet both learner and business needs	•		Interview
Good IT skills and understanding of MIS (Management Information Systems) to ensure a clear audit trail is followed	•		Interview
Excellent written and verbal communication skills to enable a robust and professional development of the learner journey	•		Interview
Strong teamworking experience and a collaborative approach to learning, both	•		Interview

face-to-face and remotely to progress learners timely			
Good knowledge of apprenticeship and End Point Assessments	•		Interview
Attitudes and Attributes			
Demonstrate excellent interpersonal, teamwork, and social skills to external and internal clients	•		Interview
Highly organised and self-motivated, can prioritise and organise a busy workload in a fast-paced environment	•		Interview
Willingness to meet with learner's face to face to aid development of qualification	•		Interview
Resourceful and proactive in dealing with queries from both internal and external customers in a professional manner	•		Interview
Commitment to continuing professional development	•		Interview
Other position requirements			
Flexible with regards to the hours of work and willingness to assist in all areas of the business when necessary	•		Interview
Attend business meeting face to face	•		Interview

What else do you need to know?

City Skills is committed to promoting a diverse and inclusive workforce, as we believe this creates and develops a comfortable working environment for all staff to enjoy their work, whilst enabling them to develop and progress, which is central to our success. All applicants will be treated in line with our Equality and Diversity Policy.

Should you be successful, the role will be subject to employment checks:

- DBS (Disclosure Barring Service) report
- Right to work in the UK
- Certificates within 1 week of employment

We hope you have liked what you have read and are now ready for a new challenge, especially with the development of others. If so, click [here](#) to apply.