

Job Title: Programme Tutor Assessor (Business Administration / Customer Service)

Job Purpose: Engage learners and employers to learning programmes, delivering high quality teaching, learning, assessment and support to enable high levels of learner achievement, completion and progression.

Reports to: Centre Manager

Key responsibilities:

- Plan and deliver teaching, learning and assessment with learners through individual and group arrangements, using face to face contact in classroom/workshop/workplace settings as well as online methods, supporting the development and production of teaching and learning materials and resources in both manual and electronic formats;
- Ensure learning programmes meet the requirements of awarding bodies and funding bodies and that quality and performance targets are achieved;
- Develop professional working relationships with employers, learners and other key stakeholders;
- Enable learners to increase their skill levels and receive a high-quality learning experience;
- Support the recruitment of employed and unemployed young people and adults to learning programmes, generating new business opportunities within programmes, ensuring learner caseload is maintained;
- Review learner progress, set targets with learners and provide learners with good information advice and guidance to assist their progression;
- Monitor learner attendance, achievement, progression and satisfaction;
- Engage employers with learning programmes, ensuring they are involved in progress reviews, informed of the development, progress and achievement of their learners and updated about programme delivery and requirements;
- Support all internal and external learning and programme evaluation, moderation and verification, including learner and employer feedback and preparation for internal and external audit, review and Ofsted Inspection;
- Actively participate in all quality improvement processes, including observations of teaching, learning and assessment and the review, production, organisation and implementation of documentation related to learning programmes;
- Maintain learner records to ensure they meet internal quality standards and the requirements of awarding bodies and funding bodies;
- Produce accurate and timely reports for all programmes;

- Operate information technology effectively, including *Microsoft Office*;
- Ensure that all correspondence from the organisation is of the required standard and tone.

These duties and responsibilities form the main part of this Job Description, however, the employer reserves the right to vary and/or change some or all the above to meet the needs of the organisation.

The post holder will:

- Follow all organisational policies and procedures (including Equality & Diversity, Health & Safety and Safeguarding), adopting a personal responsibility to ensure their own health and safety and that of their colleague's and learners;
- Correctly complete all required documentation, in line with organisational requirements to meet internal and external audit and quality assurance requirements;
- Be committed to their own personal development including, where appropriate, undertaking the required CPD to maintain occupational competence and professional status;

Key Objectives:

- Deliver learning programmes and provision to ensure contract and funding opportunities are maximised;
- Maintain high quality standards across all learning programmes, ensuring success rates remain high and observations of teaching, learning and assessment are at least good;
- Achieve targets in relation to learner attendance, retention, achievement and progression across all learning programmes;

Person Profile:

Qualifications

The job holder must be occupationally competent, having achieved the relevant qualifications in the sector in which they deliver. They must have also achieved or be willing to achieve, DTLLS/CertEd or the Level 5 Diploma in Education. In addition, where occupational competency qualifications will be delivered within the role, they must hold or be willing to achieve the assessor award (D32/33/A1/CAVA).

Knowledge

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- Knows organisational structure and demonstrates understanding of how their work benefits an organisation. Knows how they fit within a team and recognises how their skills can help them to progress their career.
- Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers.

- Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK.
- Engages and fosters relationships with suppliers and partner organisations.
- Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
- Understands organisation internal policies and key business policies relating to sector.
- Understands the applicability of business principles such as managing change, business finances and project management.
- Understands organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements.
- Applying a solutions-based approach to improve business processes and helping define procedures.
- Understands how to administer billing, process invoices and purchase orders.
- Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

Skills

- Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data
- Able to choose the most appropriate IT solution to suit the business problem.
- Able to update and review databases, record information and produce data analysis where required.
- Produces accurate records and documents including: emails, letters, files, payments, reports and proposals.
- Makes recommendations for improvements and present solutions to management.
- Drafts correspondence, writes reports and able to review others' work.
- Maintains records and files, handles confidential information in compliance with the organisation's procedures.
- Coaches others in the processes required to complete these tasks.
- Exercises proactivity and good judgement.
- Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way.
- Seeks advice of more experienced team members when appropriate.
- Builds and maintains positive relationships within their own team and across the organisation.
- Demonstrates ability to influence and challenge appropriately.
- Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
- Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms.
- Uses the most appropriate channels to communicate effectively.
- Demonstrates agility and confidence in communications, carrying authority appropriately.

- Understands and applies social media solutions appropriately.
- Answers questions from inside and outside of the organisation, representing the organisation or department.
- Completes tasks to a high standard.
- Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work.
- Is able to review processes autonomously and make suggestions for improvements.
- Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly.
- Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines.
- Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace.
- Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation).
- Manages resources e.g. equipment or facilities.
- Organises meetings and events, takes minutes during meetings and creates action logs as appropriate.
- Takes responsibility for logistics e.g. travel and accommodation.
- Uses relevant project management principles and tools to scope, plan, monitor and report.
- Plans required resources to successfully deliver projects.
- Undertakes and leads projects as and when required.