



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	<b>Cisco Digital Technical Degree Apprenticeship Skills Coach</b>
Reports to:	Degree Apprentice Performance Manager
Location:	Cisco at Reading and Feltham
Department:	QAA- Degree Apprenticeships

2. ABOUT THE ROLE	
What you'll be doing?	<p>Based on site at Cisco, working closely with the Cisco internal Apprenticeship team and QAA Degree Apprenticeship team, you will be coaching and mentoring students to successfully complete their Degree Apprenticeship programme.</p> <p>Working in collaboration with, QAA, Induction Partners, Administrators and Academic Tutors to ensure that data management is of a high standard and that all students are being given sufficient, valuable &amp; quality support throughout their learner journey.</p> <p>Interaction with students will be face to face at their sites in Reading, Feltham with travel to Cisco offices in Manchester when required.</p> <p>Supporting and attending Cisco internal Apprenticeship events and meetings where and when necessary including, business reviews and monthly team meetings.</p>
Key Responsibilities	<p>Manage, with some guidance, a targeted number of Cisco learners throughout their learning journey, working closely with the apprenticeship team and managers to ensure ongoing development and progression.</p> <p>Encourage learners to apply their newly acquired skills and knowledge in their day to day roles</p> <p>Ensure learners have clear objectives termly to support their timely progression.</p> <p>Provide face to face coaching, on demand to best support individual learner needs</p> <p>Support learners through their learning journey to successful completion of their EPA</p> <p>Observe, review and provide feedback on evidence produced by learners throughout their Apprenticeship, to support completion of Work Based modules, EPA and meet the needs of the Awarding Organisation.</p> <p>Identify ongoing learners who are at risk of failing to meet the requirements of Gateway and EPA.</p> <p>Proactive communication with Academic team, via direct contact and system engagement as appropriate, at all times to ensure learner support &amp; progression.</p>

	<p>Take ownership of own development ensuring Continuous Professional Development (CPD) is kept up to date.</p> <p>All activity and learner engagement delivers a positive learner experience and supports, progression, achievement and retention.</p> <p>Support Inductions of new starts as required</p>
KPIs & SLAs	<p>Coaching is consistently judged as good as part of regular observations</p> <p>98% of learners on programme to have an OTJ calculator</p> <p>All learners to show progress/evidence of learning within 8 weeks by keeping accurate records on the VLE/portfolio system</p> <p>All learners have clear objectives termly to support their timely progression.</p> <p>All learner records to be completed on time and accurately to the KPI expectation and in accordance with regulations and funding body requirement</p>
Key Working Relationships	<p>Working closely with Cisco Apprenticeship Team</p> <p>Collaborating with all staff within QAA Degrees; Programme Administrators</p> <p>Induction Partners</p> <p>DA Performance Managers</p> <p>Employer Representatives</p> <p>Learners Line manager</p> <p>Academic Colleagues</p>

3. ABOUT YOU	
Skills & Abilities	<p>Excellent communication and coaching skills</p> <p>Able to diagnose learner needs, be adaptive to their requirements</p> <p>Guide and influence issue resolution</p> <p>Strong planning and organising skills</p> <p>Ability to solve routine problems using experience and knowledge to overcome barriers</p> <p>Skilled in delivering motivational, balanced feedback</p> <p>Attention to detail with strong administrative skills</p> <p>Able to manage own time and prioritise appropriately</p> <p>Self-motivated with a customer centric focus .</p>
Your Experience	<p>Demonstrable evidence of high level of experience in coaching/mentoring</p> <p>Relevant occupational competency &amp; experience to degree that you support</p> <p>Demonstrable evidence of problem solving</p> <p>Demonstrable evidence of high standards of written communication skills</p> <p>Experience of managing and prioritising large volume workloads</p> <p>Working in Complex business relationships with multiple stakeholders.</p> <p>Occupational experience in a compliance driven environment.</p>
Your Knowledge	<p>Proficient with Microsoft Office</p> <p>Understand how both a corporate and educational environment operates</p> <p>Use of WebEx or other online communication platforms - desirable</p> <p>Awareness of Equality and Diversity; Safeguarding and Prevent</p>

	<p>requirements See specialist knowledge appendix</p>
Your Qualifications	<p>L5 or equivalent level of appropriate experience Recognised qualification in coaching/mentoring, desirable Assessor Qualification GCSE or equivalent in Mathematics and English at Grade C or above</p>
What you'll bring to QA	<p>Passion and enthusiasm for helping learners to succeed Can do attitude and can demonstrate of good judgement. Flexible, resilient and pro-active approach Ability to work independently and collaborate within the wider team Will to work towards a coaching qualification Willingness to undertake appropriate checks such as DBS, BPSS, DV, Disclosure Scotland etc.</p>