



1. Job Specifics

Job Title:	Data Analyst Skills Coach
Reports to:	Delivery Manager
Location:	Various
Division:	QAA
Department:	Delivery

2. About the role

Role Purpose	To coach, mentor and guide groups of learners towards the successful achievement of their Data Analyst Apprenticeship.
Duties & Key Responsibilities	<ul style="list-style-type: none">• Work with the Delivery Manager to meet the key business strategies and objectives.• To support the learners to apply their newly found skills and knowledge to their day-to-day roles.• To provide guidance and support for all components of the Data Analyst programme for a caseload of learners.• To retain learners engaged on the programme and manage their learning and achievement in line with the targets and objectives agreed in their Commitment Statement & Individual Learning Plan.• To conduct regular meetings between the employer and learner to demonstrate formal progress and planning of progression.• To provide an outstanding experience for both the learner and the employer.• To travel and complete assessment of all related Assessment Organisations' (Awarding Body) assignments.• Identify, develop and deliver business opportunities.• Manage a targeted number of learners.• Undertake additional projects and activities to meet the needs of the Delivery team and learners as required.• Support learners holistically across a variety of modules, specifically helping them apply their skills to their immediate job roles.• Build good working relationships with employer, line managers and mentors.• Support the learners through the Summative Portfolio, Synoptic Project, Knowledge Modules and Interview with Assessment Organisation.

	<ul style="list-style-type: none"> • Supporting workplace managers with requirements for a learner reference. • Ensure that programmes are delivered in accordance with the organisations Equal Opportunities and Health and Safety Policies.
KPIs & SLAs	<ul style="list-style-type: none"> • Achievement rates above 85% across all programmes • Timely success rates over 80% • NPI over 65 • ESFA “on hold” less than 5% of learners in month • Withdrawals less than 12% of ESFA 17/18 learners • Suspensions less than 5% of learners • Red learners less than 5% of learners • Amber learners less than 10% of learners • Overdue reviews/visits less 5% of learners • Visits per week over 8 • Coaching to be consistently judged as ‘Good’ or ‘Outstanding’ as part of regular observations
Key Working Relationships	<ul style="list-style-type: none"> • Liaise with technical skills tutors to ensure all learners have the required skills and knowledge to achieve the technical components of standards. • Work with internal and external partners to ensure that agreed quality standards are met. • Build good working relationships with employer, line managers and mentors. • Build effective working relationships with learners on caseload. • Work collaboratively with the Sales, Compliance, Product Development and Quality teams.

<h3>3. About You</h3>	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication skills • Ability to identify individual learner needs • Ability to provide feedback in a way that motivates individual learners • Ability to identify and help learners to overcome potential barriers to progress and achievement • Business and Administration skills
Experience	<ul style="list-style-type: none"> • A Degree, Higher Education Qualification or significant industry experience in areas to be coaching and mentoring in is essential

	<ul style="list-style-type: none"> • Experience of working with Visualising data in a variety of tools such as Excel, Tableau and PowerBI. • Experience of working in a Data Analysis environment. • Knowledge of Statistical Analysis will be advantageous. • Experience of at-least one programming language. Languages such as Python and R will be advantageous. • Experience of working with data including data reporting. • Experience of databases and writing software using SQL, preferably in a corporate environment. • GCSE or equivalent in Mathematics and English at Grade C or above • CAVA / A1 assessor award (not essential)
Knowledge	<ul style="list-style-type: none"> • Good knowledge of Government Funded Apprenticeship and Trailblazer programmes is desirable • An understanding of business requirements, processes and methodologies is essential • Knowledge of the Software Developer standard is desirable • Understanding of Equality and Diversity, Safeguarding and Prevent Agenda and how these impact on the assessment process
Personal Attributes & Other Requirements	<ul style="list-style-type: none"> • Willingness to gain AET, Coaching and Mentoring Level 3 and Safeguarding Level 1 and CAVA Award within 12 months of commencing employment • Willingness to undertake a DBS check prior to formal start date being confirmed

4. About QA

About Us	<p>QA is one of the largest learning services organisations in the UK, developing skills and capabilities for everyone from apprentices to business leaders. Headquartered in London, but with a nationwide network of state-of-the-art training centres, QA Group is comprised of four fast-growing divisions- QA Learning, QA Apprenticeships, QA Consulting and QA Higher Education- all of which deliver innovative and cutting edge skills solutions to UK organisations.</p> <p>At QA, we are proud to help people and businesses transform their performance through learning; we offer a complete range of business and IT training. With training centres throughout the UK, QA delivers an exceptionally broad training curriculum to meet the needs of individuals and corporate businesses. Our award-winning teams of learning professionals are amongst the best in the world, each with extensive experience and a proven track record of delivering the skills that transform performance and ensure lasting benefits.</p>
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<p>The Division You'll Be Working In</p>	<p>QAA: Formed in 2009, QA Apprenticeships is the first IT apprenticeships business rated Ofsted Outstanding. We are an award-winning provider, offering IT, developer, digital marketing, project management and business apprenticeships throughout England and Scotland. Our apprentices work with industry leaders including Atos, British Gas, BskyB and Cisco. We have won the coveted Apprenticeship Programme of the Year award for three consecutive years at The Learning Awards 2012, 2013 & 2014, and we are the leading apprenticeship partner for Microsoft, Oracle, HPE, Cisco and Association of Project Management.</p>
<p>QA Values</p>	<ul style="list-style-type: none"> • Integrity - We will: Be open and honest. Have trust and respect for each other. Act in the best interests of the whole business. Share knowledge and experience. • Commitment – We will: Deliver our obligations to clients and colleagues. Take individual responsibility and be proactive in delivering what we promise. Champion equality, diversity and inclusion. Support our communities and protect the environment. • Service – We will: Understand our clients and exceed their expectations. Provide exceptional value. Deliver the highest quality service. Strive to continually improve and enhance our services.
<p>Benefits Offered With This Role</p>	<ul style="list-style-type: none"> • 25 days holiday (rising to 28 days after 5 years) – with the ability to buy more holiday days • Pension scheme – we will contribute a 3% of your basic salary • Life Assurance (4x your basic salary) • 2 days paid Charity Days – QA will also double any sponsorship money raised up to £250 • 3 additional training days to focus on things you're interested in • Season ticket loan • Cycle to work scheme