

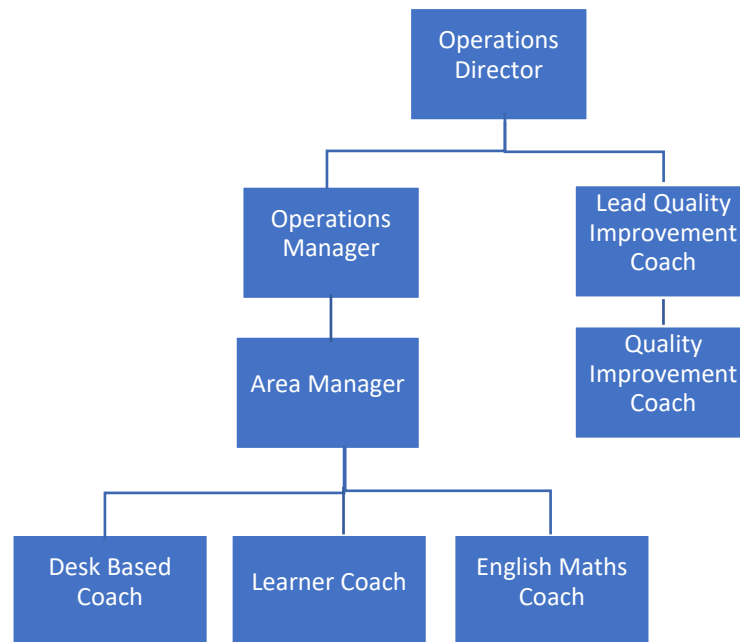
Learning Coach – Hospitality

Department: Work Based Learning	Reports to: Area Manager
Location: Field Based	
<p>In a nutshell</p> <p>Responsible for working with work-based learners, delivering all aspects of the apprenticeship framework to successful completion of the qualification, through our ways of working and behaviours</p> <p>The role:</p> <p>What will you be doing?</p> <ul style="list-style-type: none"> • Visiting individuals in their work-place using your vocational experience and knowledge to teach and support learners achieve their apprenticeship. • Managing your own diary to ensure you are delivering against your KPIs, arranging and attending scheduled visits and completing both company and personal administration • Collaborating with colleagues and stakeholders to deliver an exceptional service to learners and clients whilst maintaining standards and regulatory requirements 	
<p>What else is involved?</p> <ul style="list-style-type: none"> • Supporting, motivating and coaching all learners through their qualification, adhering to the standards of the apprenticeship program to ensure progression for their qualification, consistency and fairness throughout all assessment delivery techniques. • Monitoring and reviewing learner issues on a regular basis, taking any necessary action to limit the number of early leavers from the programme. • Working persistently to achieve satisfactory and correct results, delivering balanced KPI's in line with Company expectations • Taking responsibility to operate within the 8-week framework to maintain operational delivery consistency across the Company • Managing and completing both company and personal administration within given timescales. • Supporting the development of learners towards maximising their full potential and ensure all learners experience quality standards in line with Company and Ofsted guidelines • Identifying any additional learning needs, and provide the learner with all relevant information, guidance and resources • Driving exceptional performance through self – generation across the area you operate within • Building trust to maintain and enhance relationships with existing learner and clients assuring the Lifetime brand is synonymous with and recognised for quality of service • Building rapport to maintain and enhance relationships with business support teams to support the delivery of the sector plan • Maintaining continuous professional development and ensure CPD reflects Company and industry requirements • Acting as a vocational expert with Hospitality experience. • Collaborating with your team and contribute to ad hoc cross sector/function projects to support the delivery of Lifetime's strategic plan • Role modelling Lifetime's DNA 	

How will you measure your success?

- Through maintaining your caseload Level
- Delivering against targeted success rates
- Effectively managing your PPED over 30 days
- Delivering against referral targets
- Effectively managing critical learners
- Maintaining zero-day leavers
- Evidence of role modelling Lifetime's DNA

Your Team



What you will need to have:

- NVQ at level 2 in Hospitality
- Extensive, relevant vocational experience in food & beverage, food production, reception, housekeeping or beverage service or team leader.
- Experience of working in high demand environments, to targets and tight deadlines
- Strong communication and self-motivation skills
- GCSEs English and Maths (C or above or key skills equivalent).
- Experience of working autonomously
- The ability to role model Lifetime's DNA

It would be great if you had:

- NVQ level 3 in professional cookery or hospitality supervision
- BTEC level 3 hospitality management
- Experience of operating within WBL/education environment