

Job Description

Title: Learner Support Coordinator – JGW+

Summary/Purpose: As a Learner Support Coordinator within our JGW+ program, your primary responsibility will be to conduct learner progress reviews, ensuring the continuous development and success of Learners on the programme. You will play a crucial role in identifying areas for improvement, providing guidance, and offering support to enhance the overall learning experience achieving Learners ILP.

Reporting to: Area Manager

Supervising: N/a

Duties and Responsibilities:

Specific

- Conduct regular and comprehensive progress reviews for JGW+ Learners, assessing their achievements, challenges, and overall achievement of ILP.
- Provide individualized support to learners based on progress reviews, addressing specific needs and challenges to ensure successful participation in the programme.
- Collaborate with learners to set realistic goals and develop action plans, tracking progress and adjusting strategies as needed.
- Collaborate and foster clear communication with JGW+ team members, and relevant stakeholders to ensure a coordinated approach to learner support.
- Maintain accurate and up-to-date records of learner progress, utilising data management systems and digital platforms to track achievements, milestones, and areas for improvement.
- Provide constructive feedback to learners, offering guidance on overcoming challenges and maximising opportunities for skill development and employability.
- Collaborate with internal and external resources to provide additional support services, workshops, or training sessions tailored to meet learner needs.
- Monitor and evaluate the effectiveness of learner support initiatives, recommending adjustments to enhance overall programme outcomes.
- Work closely with experienced Learner Coaches and programme staff to support the progression and personal development of Learners.
- Collaborate with the team to assess the needs of individual Learners and tailor EILP and review plans accordingly.
- Offer guidance and support in navigating educational and vocational pathways.
- Foster a positive and inclusive learning environment that promotes youth empowerment and confidence building.
- Completion of any role administrative tasks as required in an accurate, compliant, timely and efficient manner.
- To carry out such other appropriate duties in line with your skills, knowledge and experience

General

- To ensure security of company assets
- To comply with all company policies and procedures
- To comply with the company's safeguarding policy & procedure
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises
- Support and demonstrate the organisations core values
- Ownership mindset. Demonstrates accountability and reliability, taking responsibility for own actions and timely achievement of KPI's.
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or other premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

Person Specification

	Essential	Desirable
Experience & Qualifications	A strong passion for working with young people and supporting their growth. Excellent interpersonal and communication skills. Full Driving Licence and use of own vehicle	Previous experience in coaching, mentoring, or working with youth is beneficial but not required
Skills	Excellent interpersonal and communication skills A willingness to learn and a growth mindset Organisational skills Ability to collaborate effectively within a team and adapt to a dynamic learning environment. IT Skills	Negotiating skills Fluent in Welsh
Knowledge	Safeguarding & Prevent Knowledge and understanding Local labour market knowledge Experience within Work Base Learning industry	
Characteristics	Empowers others Demonstrates a passion for learning Demonstrates a commitment to inclusion Fosters growth by proactively improving processes and practices A commitment to the mission and values of Itec Self-motivated, self-starter. Flexible in approach. Ability to work under pressure Reliable Enthusiastic Team player Versatile. Resilience Flexible to change Able to prioritise tasks and meet deadlines	