



Job Description

Job title:	Retention & Support Officer
Reports to:	Operations Director
Hours:	Full or part-time considered
Salary:	£22,387 to £24,625 p.a. pro rata depending on experience
Location:	Based in Nottingham with some travel around the East Midlands

Background:

Access Training is a well-established leading training organisation working in and around Nottinghamshire, Derbyshire and Leicestershire. We provide a range of employment related training including Full Time Programmes, Apprenticeships, Employability, Adult Learning Loans and work experience opportunities for adults and young people from diverse backgrounds, that will enhance individuals' employment potential and qualifications. In our most recent Ofsted inspection in we retained our "Good" rating and we are continuously developing and improving our provision.

Main purpose:

- To improve the retention of learners, particularly apprentices, by supporting their personal and professional development and providing a solution-focused approach to removing any barriers to learning and engagement. This will involve working collaboratively with the Operations team, Safeguarding Team, employers, parents/carers and external agencies to identify at-risk learners and facilitate necessary support interventions.
- To raise the engagement level of all referred learners, reinforcing the company's high expectations of learners regardless of their level and results. To ensure that they have plans and strategies in place to enable them to meet targets which maintain their motivation and are focused on the challenges ahead and to encourage life long learning.
- To liaise with all new apprenticeship starts which may include their employers – prioritising age groups/sectors where required by organisation to ensure early engagement on the programme and in the workplace.
- To meet the needs of learners from a wide range of backgrounds, ensuring they maximise their potential and achieve the skills, knowledge and competence required to succeed in their role and achieve their Apprenticeship.
- To challenge all practices and procedures within own role and throughout the organisation and to contribute to and ensure continuous quality improvement.

Main responsibilities

- To liaise with and support apprentices identified as any of the following to successfully complete and achieve their programme:
 - having additional learning needs;
 - new starters;
 - having been identified as at risk of early exit from programme;

- not meeting targets or experiencing lack of engagement with Trainer Assessor;
 - not meeting employers' expectations or having concerns with placement.
- To provide contact and support to all learners in the first 4 weeks of their Apprenticeship.
 - To liaise with engagement team and employers where required to ensure learner is fully supported within the first 4 weeks and to mitigate any issues that may arise
 - To work with relevant staff including Team Leaders and TAs to ensure early referral of at risk learners is in place
 - To develop action plans to maximise the retention and achievement of any learners at risk learners ensuring early intervention is planned, monitored and accurate records are kept up to date and securely stored
 - To provide written, verbal and statistical reports to the Operations Director on referrals, interventions and impact made
 - To utilise a range of strategies including liaison and sign posting to relevant support agencies/partners to ensure learners remain in employment and on programme leading to timely achievement of their Apprenticeship.
 - To ensure full compliance with the criteria laid out by funding bodies, including ESFA, on additional learning needs and, in conjunction with the Claims & Compliance Manager to be audit ready.
 - To utilise technology efficiently and effectively throughout the learner journey.
 - To undertake duties for colleagues as and when appropriate.
 - To challenge all practices and procedures within own role and throughout the organisation, to contribute to and ensure continuous improvement and quality.
 - To make referrals to the Safeguarding Team when issues are beyond the boundaries of pastoral care.

Other duties

- To contribute to the generation of new opportunities/business in general and to participate in marketing activities for all Access Trainings activities.
- To follow company procedures and policies including equality of opportunity, health and safety and safeguarding.
- To undertake any other duties/projects relevant to the post.
- To comply with Access Training's Equality Opportunity, Health & Safety and Safeguarding policies ensuring that any issues are handled and referred appropriately.

NB. The above job description sets out the main responsibilities for this position but should not be regarded as an exhaustive list of the duties that may be required of the post holder.

Retention and Support Officer

Applicants must have:

- Pastoral care and/or coaching experience
- Outstanding organisational skills
- A minimum of grade 4 / C GCSE Mathematics and English or Level 2 Functional Skills
- Good ICT skills including a sound knowledge of Word and Excel
- Own transport and a driving licence

The following are desirable:

- Coaching qualification
- Teaching or Assessing qualification
- Experience of working with people with additional learning needs
- Experience or engaging with a range of internal and external stakeholders such as colleagues, employers and parents/carers
- An understanding of government funded programmes
- Experience of supporting individuals face to face and via technology such as MS Teams

Applicants must be able to demonstrate the following competencies:

- The ability to guide and support others. This will include supporting learners from diverse backgrounds, to maximise their potential, overcome barriers and gain apprenticeships or qualifications.
- Organisational skills. Able to plan own diary, self-motivated and driven.
- Excellent administration skills. Able to maintain accurate records to the required standards. Able to make good use of IT wherever possible.
- Able to communicate effectively with a wide range of people including learners, employers, Trainer Assessors and English, Maths & ICT Trainers. Able to give feedback in an encouraging way. Able to write reports, letters, assessments etc., clearly and concisely with a good standard of English.
- Integrity; to ensure that the funded use of additional learning resources is carried out to the required standards and fully meets the criteria. Able to challenge unacceptable practice in a professional manner.
- Able to plan interactions as required which will motivate, develop, stimulate and maintain the interest of mixed ability learners.
- An understanding and commitment to equality and diversity, safeguarding and health and safety.



Conditions of Service

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Based in:	Nottingham with some travel around the East Midlands
Hours:	Full or part-time considered.
Salary:	£22,387 to £24,625 p.a. pro rata depending on experience.
Method of payment:	Salaries are paid monthly, generally the 25 th of the month, into a Bank or Building Society of your choice.
Annual leave:	For full-time, 26 days per full year, of which management reserve the right to dictate when up to 4 of them will be taken. Part time staff have pro rata entitlement to annual leave and Bank Holidays. Any holidays already planned will be honoured where possible – however, where they exceed entitlement, they will generally need to be taken without pay.
Holiday year:	August to July
Statutory/privilege:	8 days per year for full time (pro rata for part time)
Probationary period:	Six months
Sickness:	Access Training has a sick pay scheme, following the satisfactory completion of probation.
Travel	Access Training reimburses Casual Car User Allowance / Essential Car User Allowance and Bicycle User Allowance at the rate set by Access Training.
Health & Wellbeing:	Fully funded Employee Assistant Programme including Cycle to Work Scheme
Disclosure & Barring Service	Posts in regulated activity with Access Training are subject to checks with the Disclosure & Barring Service and as such, this post will require a check.
Workplace Pension:	Auto-enrolment into the NEST pension scheme after 3 months' service. 4.0% employee, 1.0% government, 3.0% employer.
Right to work in the UK:	Documentation required to check eligibility.