

MISSION – TO PROVIDE LEADING EDGE TRAINING SOLUTIONS AND ENSURE OUR CUSTOMERS RECEIVE OUTSTANDING TRAINING AT OPTIMAL COST

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**JOB TITLE:** Curriculum Leader - Management

**SALARY:** £32,000 (full time)

**BENEFITS:** mileage at HMRC rates, 25 days holiday per year, laptop and mobile

## **BROAD STATEMENT OF JOB FUNCTION:**

Lead the development, growth and quality of Management and Customer Service curriculum area to support the aims and strategic objectives of the organisation. Safeguard and promote the welfare of children, young people and vulnerable adults. Deliver apprenticeships in Leadership, Management, Customer Service and Traffic Office . Maintain expertise and knowledge of their specialist areas and complete professional development to enable an outstanding level of service to be provided. Provide pastoral and learning support to learners to enable them to achieve and will proactively promote the values of TRS Training Ltd and current educational and employment priorities.

## **SKILLS REQUIRED:**

- Teaching or training experience of management and customer service apprenticeships
- Experience of developing schemes of work and bespoke training programmes
- Experience of end point assessment
- Excellent interpersonal skills, being able to communicate effectively with employer and learners
- Excellent IT skills

## **MINIMUM REQUIREMENTS:**

- Recognised management qualification to at least Level 5
- Recognised Teaching qualification
- English and maths to level 2
- Recognised Assessor qualification
- Full UK driving licence

## **RESPONSIBLE TO:**

Training Director

## **MAIN ACTIVITIES:**

- Lead the planning and delivery of the curriculum area, including EPA
- Develop assessments to accurately measure learners' progress and understanding and set, mark and assess work, ensuring learning outcomes have been met and that feedback is both detailed and constructive.
- Monitor retention, achievement and success rates
- Contribute to the self-assessment of Management and Customer Service curriculum area, the identification of actions for improvement and the implementation of development plans
- Devise appropriate schemes of work, lesson plans and individual learning plans, in classroom, one to one and distance based sessions
- Maintain all relevant course documentation and learners' records in line with the relevant Quality Assurance Procedures
- Provide high quality IAG to prospective learners, including the completion of initial assessments and enrolment processes.

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- Deliver exceptional training and assessment services to learners.
- Timely completion of documentation in relation to learners to ensure audit compliance and shows high quality of training.
- Provide mentoring and support to the Management and Customer Service Curriculum Team
- Carry out learner reviews in line with agreed timescales and set realistic milestones for achievement.
- Keep employers and line manager fully informed about their learners' progress.
- Support the IQA to complete their activities, complying with improvement recommendations where required, and respond promptly to any activities relating to EQA actions or requests for information.
- Follow organisational procedures in relation to registration, certification, exam bookings and achievements.
- Gather feedback from learners and employers on the quality of service provided.
- Provide monthly reports on learner progress.
- Support recruitment and marketing activities.
- Carry out all duties in a safe and professional manner, adhering to all organisational policies, with particular reference to TRS Training Ltd's Company Values, Safeguarding, Health and Safety, Equality and Diversity, Prevent Duty and British Values.
- Keep up to date with relevant course subject matter, industrial/commercial developments, course examination/assessment requirements and legislation on learnership and work based programmes.
- Participate in the development of internal and external partnerships in order to disseminate information, share best practice, establish opportunities for collaborative work and enhance the reputation of the organisation.

#### **ADDITIONAL ACTIVITIES:**

- Participate in staff development activities and maintain ICU and CPD in line with organisational policy and personal development plan.
- Attend staff meetings
- Such other relevant duties commensurate with the post as may be assigned by your Manager in agreement with you. Such agreement should not be unreasonably withheld.
- Actively promote British Values, Equality and Diversity, PREVENT Duty and safeguarding.

#### **SPECIAL CONSIDERATIONS:**

- The role will require flexibility in working patterns in response to learners' availability. This may incur weekend, evening and night time shifts.
- The role will require travel.
- The candidate must have a good standard of English and maths, and would preferably be qualified to level 2 or would commit to achieving these within the first 6 months of appointment.