**JOB DESCRIPTION**

**Job Title:** Learning & Leadership Officer

**Reporting to:** Head of Learning & Leadership

**Department**: Learning & Leadership

**Hours:** 37.5hrs per week

**Salary:** £18,000 to £21,000 pa

**Location:** Avon Tyrrell Outdoor Centre

**Key purpose**

Assist in the delivery and management of the Avon Tyrrell Apprenticeships, Traineeships and Youth Programmes and deliver additional high quality in-house training. Monitor the quality of delivery by the apprentices and other junior staff, helping them to achieve sign off as quickly as possible, whilst maintaining high standards at all times. Support Apprentices through their programme and ensuring their well-being. Ensure all programmes delivered by the department for young people meet their needs, aims and objectives, offer a high level service helping to maximise Avon Tyrrell’s income and reputation in support of the UK Youth’s Mission and charitable objectives.

To assist the Head of Learning & Leadership in creating high quality bespoke youth programmes and to deliver or manage delivery of these programmes as required, acting (as required) as the lead and setting best practice to less experienced staff and freelancers when used in support.

**Key responsibilities**

1. To manage the UK Youth flagship Apprenticeship Programme across Avon Tyrrell. This will predominantly consist of Activity apprentices, but may require supporting other Avon Tyrrell departments where applicable. To ensure that the day to day delivery of the programme is of a high quality, and it meets or exceeds organisational and industry standards.
2. To be qualified to assess Activities Apprentices portfolios and work with college assessors to ensure all portfolios are assessed on time and the quality of work meets and exceeds expectations. To manage the apprentice portfolio software and ensure this remains up to date and the AT Senior Management Team can regularly review progress reports.
3. To develop young people programmes as directed by the Head of Learning & Leadership that can be delivered to young people at Avon Tyrrell and have the potential to be rolled out across the UK through the UK Youth membership. Provide reports and data as required by the Head of Learning & Leadership. Ensure programmes explore innovative opportunities, e.g. new development models and theories and work to try and incorporate them in to our programmes.
4. Responding to any enquiry’s relating to apprentices and youth work programmes within normally 2 days.
5. To liaise with customers and Guest Services as necessary and ensure at all times high levels of Customer Service and support to those attending programmes or apprenticeships.
6. To liaise with the Avon Tyrrell Marketing Manager to maximise marketing opportunities to raise awareness of the Avon Tyrrell Outdoor Centre Programmes, Traineeships and Apprenticeship opportunities.
7. Write as necessary for programmes run by the department Health and Safety Plans and Risk Assessments.
8. When using internal and external staff to deliver department programmes ensure with the support of Chief Instructor that staff are delivering to the required standards, adding value to programmes and meet, aims, objectives and outcomes as well as delivering high levels of customer service
9. Maintain current industry knowledge particularly of youth work and apprentice programmes and their management, development including attending relevant conferences and training as necessary and attend ongoing training and updates as delivered by the Activity Department to remain current with best practice in relevant activity sessions for delivery.

**Budget and Line Management**

1. Manage and operate within the agreed business plan and budget to ensure that targets are met
2. Attend one to one meetings and annual appraisals with the Director/Manager of Operations and Avon Tyrrell
3. Attend all staff and team meetings as required throughout the year
4. Participate in the annual appraisal process in accordance with UK youth policy

**General**

1. Depending on experience – support Duty Manager Rota on occasional weekends, bank and statutory holidays, depending on operational requirements.
2. Participate proactively in staff meetings, team meetings and other meetings as required. To work effectively with colleagues to achieve objectives and to represent UK Youth at meetings and events as required.
3. Support organisation wide initiatives
4. Support colleagues from other teams to achieve their objectives
5. Always to act as a positive ambassador for the organisation, contributing to the effectiveness of meetings, the sharing of knowledge and experience and the development of UK Youth and its profile.
6. Take reasonable care of thwere own health and safety and for that of others who might be affected by his/her work, as required by law and described in the relevant operating procedures and policies for his /her area of work.

1. Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

**Key working relationships**

The post holder is responsible for working with a wide range of individuals and organisations. These include:

Prospective and current donors including; trusts, foundations and other organisations

Chief Executive, other Directors and other staff of UK Youth

UK Youth’s Trustees

UK Youth’s Network, members and supporters

UK Youth’s Vice-Presidents, Ambassadors, VIP supporters and key funders

Apprentices

Volunteers, Work Experience and other students as required

Avon Tyrrell staff in support of the delivery of Developmental or Training programmes as agreed with the Chief Instructor

Freelancers

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**PERSON SPECIFICATION**

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|  |  | **E (Essential)** | **D (Desirable)** |
| **Qualifications and training** | * Level 3 Certificate in Assessing Vocational Achievement / A1 Assessor or equivalent
* Hold qualifications related or would support Active Leisure / Outdoor Sector/ apprentices
* Level 3 Qualification is tutoring/ teaching

(e.g. PTLLS / CTLLS or equivalent) | E | DD |
| **Experience** | * Experience of working in a busy, sometimes pressurised and deadline driven work environment
* Experience of training / teaching
* Experience working in the Active Leisure Sector
* Experience of Online E-Portfolio
 | EE | DD |
| **Knowledge, skills and understanding** | * Knowledge of QCF Frameworks
* Highly developed written and verbal communication skills
* Well-developed IT skills, including Microsoft Office
* Empathy with the needs of young people and the work of UK Youth
 | EE | DD |
| **Personal qualities** | * A pro-active approach, self-motivated and enthusiastic with initiative and commitment to achieving results
* Flexible approach to work including willingness to work irregular hours and some weekends
* Excellent interpersonal skills
* Excellent influencing and persuading skills
* Excellent organisation and time management skills
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