

**BPP Job Description**

**Job Title** Coach – Financial Services

**Department Financial Services**

**Location Home based**

**Additional details** Office presence may be required periodically for meetings. (London, Birmingham or Manchester)

**Travel requirements (if applicable)**

**Contract type Full time and permanent**

**Hours of work** BPP’s core hours for most full time staff are Monday-Friday, 9am-5:30pm (37.5 hours per week)

**Reporting lines** Programme Manager – FS

**Job Purpose**

To support learners through the on-programme informal assessments and the EPA phase to deliver Financial Services apprenticeship Standards at Level 3, namely Compliance and Risk Officer L3. We are looking for highly motivated, practitioner-experienced candidates to bring high quality coaching, guidance and feedback to nurture and develop talent within the sector. The overall purpose of the role is to support each learner to develop their knowledge, skills and behaviours to successfully complete their apprenticeship.

**Key Responsibilities**

1. Provide a structured and appropriate development journey for the learners, enabling them to maximise their full potential.

2. Manage a cohort of learners by providing excellent coaching and support throughout their apprenticeship programme.

3. Deliver induction and industry relevant skills and behaviour sessions online.

4. Carry out review/coaching calls with learners and line managers to ensure progression with their studies.

5. Ensure that all relevant paperwork, such as review forms and learner information files are completed in line with BPP quality standards.

6. Work collaboratively with client services, line managers and apprenticeship support teams.

7. Provide detailed feedback to the learner on their progress against knowledge skills and behaviours relevant to their standards.

8. Update data management systems to show how learners are progressing.

9. Communicate effectively with learners via the Hub and other appropriate tools to actively encourage learner engagement with their programmes using resources available as per BPP quality standards.

10. Provide academic (both pre-submission via advice on continuous development of learner e-portfolios and post-submission) and safeguarding support to learners.

**Skills, experience & qualifications required - Essential**

Skills

• Excellent IT skills

• Excellent written and verbal communication skills

• Excellent presentation skills

• Excellent customer service skills

• The ability to effectively plan, organise and prioritise workload

• Ability to communicate professionally and work closely with and support all stakeholders

• Experience of working within financial services or any regulated organisation

• Self-motivated and can work under pressure

• Experience of working autonomously and managing own workload efficiently and effectively

• An ability to take responsibility to develop own knowledge and skills

Experience

• Experience of managing stakeholders (particularly customer/client relationships)

• Coaching/mentoring both formally and informally

• Use and accurately update data management systems

Qualifications

• Any related accreditation or certification relevant within Financial Services - Risk and Compliance

**Skills, experience & qualifications required - Desirable**

Experience

• Experience of working in an academic environment

• Experience in teaching at the graduate or professional level or of delivering training and seminars in a commercial context, relevant to the discipline

• Workplace training

• Experience at using video/webinar conferencing systems

• Experience of working with apprenticeships

• Experience of external inspections such as Ofsted and QAA

Qualifications

• Teaching/assessors qualification

• Educated to degree level or equivalent

• Coaching qualification

• Membership of a relevant professional body e.g. CISI