

Your fastest way to learn. Guaranteed.



Our company

Firebrand is a training company with a unique approach. Since 2001, we have enabled over 70,000 students to develop valuable digital skills through our accelerated training programmes, and for the last eight years have been recognised amongst the [Top 20 IT Training Companies in the World](#).

Our courses enable professional development and certification on behalf of some of the biggest names in the industry - Microsoft, Cisco and (ISC)2 among them - and are designed to keep pace with the continually changing landscape of the digital marketplace. From the delivery of our first training course to the successful business we are today, we have continued to grow and develop the products and programmes we offer.

The key to our success is the people we hire. We place great value on attracting and retaining great talent (there are several members of staff who have been with Firebrand for more than five years and some as long as 15) and great importance on differentiating ourselves from the competition. While our approach to what we do is always professional, the strong belief in our Company Code, creates a working environment which is friendly and informal and most of all encouraging.

The information included in this document will give you some insight into the opportunity we have, the skills and expertise we're looking for and what it's like to work here.

We're looking for someone like you...

The role of the **IT Technical Salesperson, Digital Support Technician and Information Communication Technician Learning Mentor** will be to critically monitor progression within the learning journey and assure the effectiveness of the learning experience through to End Point Assessment. There will be a significant amount of learner and employer support as the Single Point of Contact (SPOC) for matters relating to the programme/qualification allocated.

Purpose of the role

- Create, strengthen and own relationships with Employers and Apprentices
- Manage the progression of a caseload of Apprentices (dependent on nature of portfolio)
- Take overall responsibility for each Apprentice's journey, providing pastoral care
- Ensure Apprentices are efficiently signposted to the Firebrand resources they need for success
- Organise infill training to support the courses attended by each Apprentice
- Ensure that each Apprentice has a record that is accurate and funding compliant
- Meet KPIs, including; success and timely success measures

Key responsibilities

Create, strengthen and own relationships with Employers and Apprentices

- Create relationships with new Employers and Apprentices to help them move forward
- Strengthen current relationships and manage accounts in a way that builds trust in our training organisation
- Manage accounts for Employers and Apprentices of all shapes and sizes from large businesses to small start-up companies
- Provide advice in every area to help the Employer and Apprentice prosper, whether it be additional Technical Knowledge support or wellbeing

Manage the progression of a caseload of circa 50 Apprentices (dependent on nature of portfolio)

- Overall responsibility for the timely progression of a full caseload
- Ensuring a high-quality Apprentice experience that is compliant with ESFA funding guidelines and OFSTED

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Take overall responsibility for each Apprentice's journey, providing pastoral care

- Regular multi-channel contact to ensure each Apprentice feels supported and guided on their journey
- Constant awareness of the status and next steps of each Apprentice
- Support employers to build/progress summative portfolio

Ensure Apprentices are efficiently signposted to the Firebrand resources they need

- Assist Apprentices in accessing the courses and other resources they need
- Regular communication (bi- monthly) with in-work Mentor and Apprentice

Organise infill training to support the courses attended by each Apprentice

- Schedule training with Project Leads or Instructor for IT skills to support full coverage of the knowledge modules or professional certification

Ensure that each Apprentice has a record that is accurate and funding compliant

- Maintain Apprentice contact in line with Firebrand's operating model
- Keep all IT systems (eg. OneFile) accurate and up to date to ensure funding compliance

Meet KPIs, including; success and timely success measures

- Ensure that all Apprentices progress in line with the standard Apprentice journey
- Meet all other performance management KPIs
- Support the timely progression of all Apprentices onto and through the gateway for EPA
- Maintain own CPD

Key Performance Indicators

- **100%** of programme allocated learners are making progress and On Programme Payments (OPP's) are secure each month
- Achieve **95%+** satisfaction levels for learners and employers monthly and annually
- **80%** of all apprentices are on or ahead of their planned progress targets throughout their programmes
- **95%** of allocations are retained in-line with qualification
- **90%** of apprentices achieve their full qualifications within their planned timeframe. Ensure timely progress onto EPA in line with the programme length of stay and the standard planned end date
- **90%** of all quality monitoring observations recorded at grade 2 or better.
- **100%** of planned Progress Reviews submitted by expected date (28th of each month so as to allow for end-of-month audit)
- CPD log updated and submitted by 5th of each calendar month

Skills and Knowledge

- Process compliance
- Familiarisation with the Awarding Organisation (AO) standards
- Familiarisation with the Ofsted CIF 2015 and EIF 2019
- Ability to understand, interpret and comply with company policies, process and employment law
- Experience in the IT sector and/or proven timely achievements track record of an IT Technical Sales caseload.
- Ability and willingness to travel (on occasion)

Competencies

1. Self-Management
2. Effective Communication
3. Technical Expertise & Professionalism
4. Drive for Excellence
5. Customer Service
6. Initiative & Taking Ownership

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Meet the Firebrand Team

The people who work here make us the company we are. You'll be joining a friendly, talented and fun bunch.

Our company code

We're very proud of our Company Code which was built collaboratively by the whole Firebrand team. We live and breathe it every day and will expect you to do so too. As you get to know the business and your colleagues, you'll see how our code comes to life.

Hungry - Be successful, hit your targets and get better at what you do

Open - You're open to new ideas and change

Care - We care about what we do and act with honesty and integrity

Fun - Work should be fun, fulfilling and exciting

You can find out more about us here

We look forward to welcoming you to Firebrand. But in the meantime, you can follow what we do and find out more about how we do it.

Our website

<https://firebrand.training/>

<https://firebrand.training/uk/apprenticeships>

Our blog

<https://blog.firebrand.training/>

Our Facebook page

<https://www.facebook.com/firebrand/>

Our LinkedIn page

<https://www.linkedin.com/company/firebrand-training>

Our Glassdoor page

https://www.glassdoor.co.uk/Overview/Working-at-Firebrand-Training-EI_IE930294.11,29.htm

See us on Instagram

<https://www.instagram.com/explore/locations/53249150/firebrand-training?hl=en>