**JOB TITLE** :Additional Support Coach (Accountancy & Tax)

**DEPARTMENT** :Performance Support Team

**POSITION** : Full Time

**REPORTS TO** : Performance Support Manager

**Role Objective**

To provide additional coaching and support to our apprentices via a range of contact methods and to liaise with their employer to ensure they progress through their apprenticeship. BPP provides apprenticeships that lead to professional qualifications in Financial Services, Professional Services & Accounting and Business & HR. Skills Coaches will be providing tailored support to learners, in order to ensure they are fully prepared and confident to successfully complete their apprenticeship.

**Key Responsibilities and Accountabilities**

* Work alongside Performance Advisors & Performance Coaches as part of a dedicated Performance Support team, providing proactive and reactive support to students requiring additional help throughout their apprenticeship qualification
* Provide one-to-one tailored coaching to those students who require it
* Provide additional, dedicated support for those that have fallen behind the standard defined pathway (those defined as being “at risk” or “off track”). This support involves additional 1-2-1 meetings to encourage timely completion of their apprenticeship programme
* Schedule and attend defined additional support calls that take place at frequent intervals prior to the next formal review call taking place
* Supporting and advising learners to ensure that they fully complete the requirements of the apprenticeship
* Working with BPP’s Quality Assurance Team to ensure all quality assurance requirements are being met
* Supporting the apprentice with their Functional Skills qualifications as appropriate
* Provide value adding reporting analysis to internal and external stakeholders
* Completing required documentation within BPP defined timescales.
* Effectively undertaking any other duties as required

**Skills, knowledge, qualifications required for role**

The successful candidate **must** demonstrate the following:

* Hold a relevant qualification at academic Level 7 (relevant to Accountancy & Tax) such as those provided by ACCA, CIMA, ICAEW or ICAS
* Focused and passionate about student success as well as seeking to improve and enhance the student experience
* Excellent communication skills and the ability to build rapport and maintain empathy with stakeholders
* Experience of working autonomously and managing own workload efficiently and effectively
* An ability to take responsibility to develop own knowledge and skills
* Ability to work as part of a wider team
* Excellent time management and organisational skills
* Excellent communication skills – written, over the telephone and face to face

The successful candidate will be required to undergo a DBS check.