

## Job Description

Job title:	Multiply Suffolk Coach		
Department:	Learning, Coaching & Advice (LC&A)		
Job Family:	Operational Specialist		
Location:	Bury St Edmunds/Lowestoft/Ipswich & Stowmarket		
Reports to:	Multiply Suffolk Service Manager		
Salary Point*:	4 to 6	Hay points*:	252
Evaluated date*:	25/08/2023		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
Supervisory responsibilities	No		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.	Yes		

*\*To be completed by HR after evaluation has taken place*

### Overall Job Purpose:

*A brief statement about the main objectives of the post*

Realise Futures is a social enterprise that combines commercial trade of products and services alongside work placements, employment, and training opportunities.

The principal purpose of Realise Futures is to improve wellbeing, mental health and employability of disabled and disadvantaged people whilst contributing to the economy in our communities.

The Multiply Suffolk Coach role is part of the Multiply Suffolk Coaching, Learning, Employment and In Work Service. The overall objective of the Multiply Suffolk Programme is to increase the levels of functional numeracy in the adult population across the county.

Through the development of a trusted relationship with a learner caseload, the postholder will conduct a holistic needs assessment that informs a mutually agreed coaching & learning plan to increase awareness, understanding and confidence with day-to-day functional numeracy skills i.e. Budgeting/Money Management. The Multiply Suffolk Coach will deliver a maximum of 12 hours coaching with each learner, identifying clear pathways for learners with the opportunity to take steps towards breaking down barriers to work and health that may include progressing into further numeracy learning. They will forge strong links with the VCSE (Voluntary, Community, Social Enterprise) sector to offer a holistic approach which meets the needs of Suffolk's most vulnerable people.

Realise Futures CIC

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## **Main Duties and Responsibilities:**

*A brief description of the most important tasks of the post*

Manage a caseload of targeted learners from initial engagement through to identified progression routes and exit via individual holistic needs assessments that inform a documented coaching and learning plan that contains learner's overarching target, initial learning aims, SMART objectives and progression routes.

Develop, coordinate and manage a timetable of individual and group coaching sessions (alongside the Multiply Suffolk Tutor) across a specified area of the County; following an initial workshop incorporated into the first coaching session, subsequent sessions will incorporate financial and numerical literacy to inform next steps and facilitate referrals to and progression in education, training and employment.

Monitor, review and evaluate content of individual and/or group learning and coaching sessions with learners, tutor(s), Senior Quality & Compliance Practitioner, and Manager to ensure relevance.

Support learners to overcome barriers to work and health alongside increasing understanding and confidence in numeracy. Multiply Suffolk Coaches will refer learners (via a warm handover) to the Multiply Suffolk Tutor for access to bespoke courses or into the Multiply Suffolk Employment Coaching Service as appropriate. They will create an action plan with each learner to meet the learning aims and may include access to childcare support and the Multiply Suffolk Service bursary fund.

**Plan, prepare and deliver an agreed programme of learning, which supports, challenges and inspires learners and meets their different needs.**

Where relevant and appropriate, liaise with RF Works Managers for participant work experience opportunities within the company's social businesses.

Actively contribute to the Multiply Suffolk Service marketing/promotions plan through attendance at local events/meetings of key stakeholders, development, and maintenance of relationships with partner organisations and other stakeholders within the community that will support participants to maintain/increase their independence, improve their wellbeing and achieve their goals.

Support the Multiply Suffolk Coaching Service Manager in the development and maintenance of a community map ensuring that the Multiply service is complementary to existing services across the skills, employment and health sectors and does not replicate provision.

Working with colleagues across the Learning, Coaching & Advice Department, maintain up-to-date knowledge of Local Labour Market Information and availability of Information Advice & Guidance and learning provision that informs each participant's goals.

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Supported by administrators, manage the accurate recording and maintenance of all learning and service documentation that complies with quality standards, company policies and protocols, paying regard to Data Protection legislation.

Ensure safe working practices are always maintained (as set out within company policies and/or procedures) as well as operating within service guidelines if/when people require crisis support

**1. Know-How:**

*Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.*

The skills, expertise, and training required for the job are:-

- Good general standard of education, minimum Level 2 English and Maths
- Experience of working with people with learning disabilities and/or autism
- Ability to informally but effectively assess numeracy skills of learners.
- Effective and proactive performance management of systems and staff, including volunteers.
- Proven application across a range of IT software
- Proven application of effective Health, Safety and Welfare (Safeguarding & Prevent) practice.

Specific qualifications or training required for the job are:-

- L3 in IAG/Coaching/Mentoring or equivalent
- **Minimum of Level 3 teaching qualification**
- Demonstrable competence of a MS Office environment particularly Word & Excel
- Experience of monitoring, reviewing, and evaluating service delivery, implementing change and improvements
- Ability to analyse data to inform decision making.

The amount of forward planning required in the job is:-

- Medium - experience of successful short- and medium-term planning

The type of communication and interaction needed in the job is:-

- Good levels of influencing and negotiation skills, to ensure effective multi agency working.

	<ul style="list-style-type: none"> <li>• Ability to work effectively in a team environment at all levels.</li> <li>• Excellent communication skills that relate to differing audiences and levels of ability; this will include multi-agency professionals, as well as people with communication difficulties.</li> <li>• Critical and/or Reflective thinking</li> </ul>
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<p><b>2. Problem-Solving:</b></p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:- medium</p> <ul style="list-style-type: none"> <li>• Proven ability to analyse complex data and situations to inform best practice.</li> <li>• Implementation planning that is SMART, effectively monitored and evaluated.</li> <li>• Independent thinking to resolve day-to-day issues within company guidelines and funding parameters.</li> <li>• Excellent organisational skills, able to prioritise and manage workloads and people to meet deadlines and deliver services that meet legal and contractual obligations.</li> </ul> <p>The level of creativity and/or original thought to resolve issues is:- medium</p> <ul style="list-style-type: none"> <li>• Employing pragmatic but innovative approaches to coaching practice and partnership working ensuring options agreed with individuals meet need</li> <li>• The post holder will be required to work flexibly and creatively with stakeholders to develop an innovative and needs led service</li> <li>• Structured problem-solving skills with a high degree of logic</li> </ul>
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<p><b>3. Accountability:</b></p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is</i></p>	<p>The amount of freedom to take decisions in the job is:- Medium</p> <p>Nature of impact:-</p> <ul style="list-style-type: none"> <li>• Within the framework of budget limitations this role allows for freedom in local decision making on the appropriate design and delivery of the service</li> </ul> <p>Magnitude of impact:-</p> <ul style="list-style-type: none"> <li>• The Multiply Suffolk Service represents 14% (approximately £850,000 pa) of the company's annual revenue. The post holder is responsible for the effective use of resources within the allocated budget.</li> </ul>
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<p><i>affected by the job holder's accomplishment of the job's basic purpose.</i></p>	<p>All delegated responsibilities have pre-determined parameters</p> <ul style="list-style-type: none"> <li>• Each Coach will be responsible for achieving a set of delegated targets although there is a service-wide and shared responsibility for achievement of the services' overarching key performance indicators</li> </ul>
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

## Evaluation

D 1 2 (152)

D 3 (29) - 43

D1 C - 57

Total Hay points - 252

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