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**Job description**

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| **Job title:** | Supported Internships Programme Coach |
| **Reports to:** | Supported Internship Programme Manager |
| **Directorate:** | ICP |
| **Job family:** | Mencap Training Academy |
| **Location:** | Based at home with expectations to travel to services in London on a regular basis |
| **Role specific requirements:** | Ability and willingness to travel as required |

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| **Purpose of the role:** |
| The Supported Internships Programme Coach works closely with the Programme manager and teams to drive a culture of high performing, compliant teams that secure positive outcomes for the learners on our programmes.  They will provide a crucial role in ensuring Mencap’s Supported Internship programme delivers outstanding education provision that secures positive outcomes, with the learners at the centre of everything we do.  They will achieve this by leading, coaching, mentoring, and developing Programme Coordinators and their delivery teams across a Region.  The Programme Coach will maintain an up-to-date knowledge of Education and Skills Funding Agency policies and procedures, Ofsted requirements and other developments and initiatives related to the programme.  The post holder will work closely with the other key Supported Internship stakeholder teams, Data and Compliance, Quality, Business Development and Finance as well as individuals with responsibility for specific functions, Practice Development Facilitator, Welfare Officer, and the Employer Relationship Manager to ensure they develop and maintain a high level of understanding of the various components of the programme delivery to enable coaching and development support for the Programme Coordinators.  The Programme Coach will use data, observations, discussions, and other insights to inform areas of focus and development. They will liaise with the stakeholder teams to identify training needs, system and process requirements and other development areas.  Working closely with the Programme Managers, they will drive quality and consistency across the teams.  They will be responsible for identifying and sharing best practice and raising concerns within delivery and management of the programme to the Programme Manager.  They will identify and apply the best coaching solutions to enable the teams to develop the necessary skills and knowledge to work at their best. |

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| **Key responsibilities** |
| * To lead, coach and mentor Programme Coordinators to enable them to lead and manage their team of staff to deliver high quality programmes in line with ESFA and Ofsted requirements * To ensure the Programme Coordinators have the required skills for: * budget management- understanding processes and reaching target contribution over the year. Addressing financial shortfall and finding solutions * planning and monitoring Access to Work processes to ensure sufficient income is available to fund in work support * high quality data collection, so that the information required by the ESFA, Ofsted and Mencap is reported accurately to inform strategic decisions and manage risk, liaising with Compliance team as necessary * quality improvement – curriculum, recording and monitoring of, ensuring consistency is apparent * programme performance - monitoring, scrutinising data, and action planning * time-management & prioritising responsibilities * identification of training needs * recruitment and management and development of staff, including performance management * generating referrals for the programme – developing relationships with external organisations to create a pipeline of referrals * signposting Programme Coordinators to other teams for specialist support * driving a culture of compliance, management information and data capture – understanding the Education Inspection Framework and Ofsted requirements * embedding Intent, Implementation, and Impact into all areas of our work * To liaise closely with Programme Manager to identify areas of need within teams * To communicate regularly with Programme Manager and provide reports in a timely manner as required * To report on delivery, quality, and finance data for the programmes that they support and escalate any issues to the Programme Manager * To work with peers in the L&W team and other teams across Mencap to join up services and programmes at a local level to create pathways for people with a learning disability that increase the chances of them achieving paid employment |



You will role model our five values in all your work activities.

**Switched on about learning disability**

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about.

**Collaboration**

We expect people to be brilliant at collaborating across teams, functions, service types   
and perspectives so that people with a learning disability and their families receive the joined-up support they need. People will know and love all that Mencap does, not just   
the work they do.

**Final comment**

This job description is not exhaustive and reflects the type and range of responsibilities   
and outcomes associated with this role in Mencap.

**Person specification**

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| **Skills & abilities** | **Essential/Desirable** |
| The ability to deliver bespoke coaching | E |
| A commitment to improving the lives of people with a learning disability | E |
| Integrity and professionalism | E |
| A commitment to help others do for themselves | E |
| Able to communicate effectively with all stakeholders | E |
| An ability to listen and understand what support is needed | E |
| Able to develop and maintain strong professional relationships | E |
| Can identify and rectify issues at the earliest opportunity to avoid negative impact | E |
| **Knowledge and experience** | **Essential/Desirable** |
| Experience of delivering coaching or learning and development solutions | E |
| Has in depth knowledge of Supported Internship programmes | E |
| Has experience of working within an Ofsted regulated environment | E |
| Experience of analysing data and using insights to identify needs & gaps | E |
| Experience of persuading and inspiring others in a non-hierarchical environment | E |
| Experience of supported employment | D |
| Knowledge of safe working practices | E |
| Knowledge/Experience of Ofsted Inspections and the Education Inspection Framework | D |
| **Qualifications** | **Essential/Desirable** |
| Coaching & mentoring qualifications | D |