



Programme Coach

About the Team and 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 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.

What you will bring to the role (Essentials)

- An ability to coach and mentor colleagues to enable them to lead and manage staff teams to deliver high quality programmes
- Excellent communication skills and an ability to work effectively with a range of internal and external stakeholders
- An ability to manage different situations in a sensitive and timely manner
- Integrity and professionalism
- A commitment to help others do for themselves
- An ability to listen and understand what support is needed
- Knowledge of supported internship programmes
- Knowledge and experience of Ofsted and the Education Inspection Framework
- Experience delivering coaching or learning and development solutions

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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