Job Description

SECTION ONE – POST TITLE & SERVICE AREA

<table>
<thead>
<tr>
<th>Post Title:</th>
<th>Service Area: Customer Service</th>
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<tbody>
<tr>
<td>Learning &amp; Development Officer (Study Programme)</td>
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</tr>
<tr>
<td>Grade: 19-22</td>
<td>Post Number: HR04/ HR015</td>
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SECTION TWO – MANAGEMENT RESPONSIBILITIES

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<tr>
<th>Responsible to:</th>
<th>Responsible for:</th>
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<tbody>
<tr>
<td>Curriculum Manager</td>
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SECTION THREE – PURPOSE OF THE JOB

- To deliver, support and develop those learners who are engaged on the Study Programme and other learning programmes and projects

SECTION FOUR – PRINCIPAL RESPONSIBILITIES

- To develop appropriate teaching methods to respond to individual learning styles and programme specifications. To determine instructional methods, utilising knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, assessing, meetings, and workshops.

- To creatively plan, deliver and assess employability work-based learning programmes.

- To deliver an integrated programme that demonstrates maths and English development in learners.

- To promote and develop work experience opportunities for learners within local businesses in the Borough

- To support learners to access work experience and review learner progress throughout

- To implement and develop behaviour management strategies.

- To develop curriculum planning to meet the needs of the learners and programme.

- To ensure that all elements of the learning programme provide appropriate challenges and are free and safe from prejudice or harassment.

- To provide appropriate information, advice and guidance to support learner progression.

- To liaise with students, parents, employers and other individuals to plan learning that meets needs, interests, and abilities of the learner.
- To maintain accurate documentation to support learner progress and adhere to Kettering Training Services’ procedures and processes, recording achievement and barriers to successful completion of learning aims.
- To participate in, and represent Kettering Training Services at marketing events and contribute to the development of promotional materials.
- To comply with Kettering Borough Council’s policies with regard to Health & Safety, Equality & Diversity and Communication.
- To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Head of Customer Services.

### SECTION FIVE – MAIN LEVELS OF CONTACT

**Internal** – All

**External** – External Agencies, employers, Awarding Body Representatives, current & potential learners, parents/guardians.

### SECTION SIX – SPECIAL FEATURES OF THE POST

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as the Head of Customer Services may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

### SECTION SEVEN – DOCUMENT CONTROL

<table>
<thead>
<tr>
<th>Job description prepared by:</th>
<th>Business Manager</th>
<th>Date: 6.2.19</th>
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<tbody>
<tr>
<td>Approved by: (Human Resources)</td>
<td></td>
<td>Date:</td>
</tr>
<tr>
<td>Agreed by: (Post holder)</td>
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<td>Date:</td>
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