Job Description

**Directorate:** Commercial

**Job Title:** ClickStart Tutor

**Service Area:** Business Improvement

**Grade:** £24,717 per annum

**Special Conditions:** Fixed term contract reviewed after 12 months, Casual User

**Car Allowance**

**DBS Disclosure:** Enhanced

**Issue Date:** August 2016

**Job Family:** AS1

**Relationships**

1. **Responsible to:** Digital First Officer

2. **Supervisory Responsibility:** ClickStart Apprentice

3. **Important internal relationships:** Service managers and staff within WH, apprentices/trainees, learners, SMT and board members

4. **Important external relationships:** Tenants, Leaseholders, Contractors and Suppliers, Elected Members, Wolverhampton City Council, BCTG, YEI Project Team, BCTG Clients, Auditors.

**Primary Functions**

The post is part of an ESF & Lottery funded three-year project during which the primary functions are:

- To deliver the click start training programme focused on basic Digital and Financial skills.
- To define a programme of learning material with measured outcomes.
- To schedule work and mentor apprentice trainer.
Main Activities

1. Section Management and Service Planning
   - Contribute to the team plan for the Business Improvement Services.
   - Assist in the delivery our digital first programme.

2. Operational Service
   - To teach and assess Digital Inclusion and Financial Inclusion
   - To work within the agreed frameworks of Click Start, Black Country Partnership, and European Social Fund.
   - Devise a programme of learning with appropriate teaching and learning strategies, resources and assessments.
   - Prepare resources, session plans and schemes of work.
   - Plan, review and deliver practical quality sessions giving comprehensible instructions to learners.
   - Give information, advice and guidance and signpost were appropriate, whilst looking after learner welfare.
   - Monitor programme and record individual outcomes.
   - To accurately complete all relevant documentation in line with Black Country Partnership and European Social Fund requirements.
   - Keep secure records of learner progress and achievement, and manage the electronic records on the management systems.
   - Ensure the safeguarding of each learner.
   - Attend project meetings and feedback progress.

3. Contracts
   - Ensure that Wolverhampton Homes demonstrates value for money in terms of quality and price in accordance with WH constitution and financial regulations and standing orders.

4. Financial Management
   - Ensure value for money is obtained with the delivery of training outcomes.
- Complete relevant records to enable WH to draw down funds from European Social Funding.

5. Staff Management

- Be familiar and comply with WH Personnel Policies and procedures and Officer Code of Conduct.
- To support and encourage colleagues in the undertaking of their duties.

6. Other duties

- To participate in Individual Appraisal meetings and training as required.
- Ensure equality of opportunity both in service provision and employment in accordance with the diverse needs of the community.
- To ensure compliance with the Data Protection Act and Wolverhampton Homes’ Health & Safety Policies, Management of Attendance, No Smoking and Customer Care policies and procedures.
- Any other duties deemed appropriate to the purpose and remuneration of the job subject to any reasonable adjustments under the Equality Act.
- To undertake any appropriate training, health & safety related duties such as First Aider, Fire Marshall, Duty Holder, Risk Assessments Health & Safety Representative etc.
- To participate in the exit and leaver process as required.

7. General

- The duties of the post may change and develop from time to time in light of changes to the ClickStart programme, new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and Director of People and will be reflected as necessary in the aims and objectives of the post.
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
# Personnel Specification

**Job Title:** ClickStart Tutor  
**Grade:** £24,717 per annum

**Job Purpose:**
- To schedule and deliver Click Start training.
- To work within guidelines set by Black Country Click Start and European Social Funding.

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<thead>
<tr>
<th>FACTORS</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
<th>HOW IDENTIFIED</th>
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<tbody>
<tr>
<td><strong>Education Standard</strong></td>
<td>GCSE English Language and Maths.</td>
<td>HNC</td>
<td>Application Form Certificates</td>
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<td><strong>Training</strong></td>
<td>Willingness to attend and successfully complete appropriate training courses.</td>
<td>Level 3 Award in Education and Training or an equivalent qualification</td>
<td>Application Form Certificates</td>
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<td><strong>Experience</strong></td>
<td>Experience of teaching or instructing learners through a managed programme</td>
<td>Experience of working on European funded (ESF) projects</td>
<td>Application Form Assessment Interview References</td>
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<td>Experience of designing learner programmes and timetables.</td>
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<td>Delivering information, advice and guidance sessions to a range of clients.</td>
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<td>Working in a busy and demanding environment.</td>
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<td>Ability to maintain secure and accurate records.</td>
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| **Special Knowledge / Skills** | Ability to motivate and engage learners at different levels using a variety of materials.  
Excellent organisational and time management skills.  
Ability to map schemes of work and lesson plans to functional skills learners.  
Ability to work effectively as a team member.  
To be able to work to a high level of accuracy  
Be able to demonstrate a good level of digital skills for current internet devices and technologies | **Application Form**  
**Assessment**  
**Interview**  
**References** |
| **Personal Qualities** | Confident, flexible and polite.  
Ability to establish good working relationships with all learners.  
Ability to work to contracted targets and deadlines and under own initiative.  
Be able to meet new challenges and ideas, be receptive to change. | **Interview**  
**References** |
| Positive approach to learning. |
| Ability to meet the mobility requirements of the post. |

| Interests & Motivation Relevant to the Job |
| Flexible on start and finish times to meet training courses/activities needs. |
| Demonstrable understanding of the value of skills development. |
| Motivated to see young people succeed. |
| Desire to be a part of achieving WH vision, aims and objectives. |

| Commitment |
| Customer Care |
| Equality in service provision |
| Continual improvement in self and WH. |

| Disqualifying Factors |
| Indication of attitudes/behaviours inconsistent with Wolverhampton Homes’ Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours. |

| Interview |
| Application Form |
| Interview Tests References |