

3SC Job Description

Job Details	
Post:	Personal Development Coach
Reports To:	Contract Performance Manager/Head of Employment Programmes
Duration:	Initial 6 month contract with possibility of extension
Location:	Wales (home based)
Salary:	£28,000 to £32,000 pro rata
Hours	15-20 hours per week

Background
<p>3SC is a social enterprise that has proven success and expertise in building and managing supply chains of SMEs, primarily third sector organisations, across the UK to deliver quality public services.</p> <p>3SC's vision is of SMEs, particularly third sector organisations, delivering an ever-increasing share of public services and a greater amount of social impact. To realise the achievement of our vision, 3SC win contracts on behalf of consortia of SMEs primarily charities, social enterprises, voluntary and community organisations using a mutually beneficial collaborative and partnership-based business model. All have a vital role to play in the delivery of public services, but the size and complexity of the tendering process and increasingly demanding contracts can make it difficult for them to compete on their own. 3SC gives SMEs a chance to compete for, and ultimately deliver, such contracts.</p>

Main Purpose
<p>To provide a professional coaching service to 3SC customers, using professional coaching, mentoring and training approaches.</p> <p>You will coach and support customers on their journey working both face to face and online (virtually). You will deliver to a range of customers that may include people in work, unemployed, identify as neurodiverse, on probation and prison leavers.</p> <p>As part of a small team, other activities will be expected from time to time such as: providing support with business development, programme design, coordination of customer activity and being an active member of the Employment Team.</p>

Main Responsibilities	
1)	Providing one-to-one support or coaching and positively influencing other people's professional or personal development.
2)	Delivering to specified targets, quality standards and compliance measures.
3)	Using motivational and action planning techniques to manage the progression of customers.
4)	Assessing strengths and weaknesses in a participant's performance and identifying areas for further development.
5)	Adapting to the needs and interests of group or individual participants.
6)	Communicating instructions and commands using clear, simple language.
7)	Inspiring confidence and self-belief.
8)	Working with IT resources to monitor and measure performance.
9)	Implementing tailored, person-centred programmes.
10)	Maintaining excellent records.
11)	Measuring and reporting customer's outcomes using methodologies including distance travelled tools.
12)	Understanding the contract/operations manual and meeting all contractual requirements.
13)	Attendance at internal and external meetings.
14)	Facilitating best practice events and providing supervision/supporting other coaches.
15)	Working with the 3SC Team on new contracts, services and business development opportunities.
16)	Supporting the Employment Team, including the Head of Employment.
17)	Working to a high legal and ethical standard at all times, particularly in relation to issues such as safeguarding and health and wellbeing requirements.
18)	Produce copy for the 3SC website and for social media to promote the work of the organisation as and when required. Includes helping to run events.
19)	This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder may be required to assist with any other duties within the scope and nature of the position and any ad-hoc duties requested.

3SC Person Specification: Personal Development Coach

Style
3SC believes in openness, honesty and transparency. We expect a professional, positive attitude that is focused on getting the job done. As a Personal Development Coach, you will need to be able to work flexibility and as well as traditional coaching duties, will be expected to actively participate in all aspects of 3SC's work and development.

Area For Assessment	Essential or Desirable	Assessment method: Application (A), Interview (I)
Competencies		
Effective communication – external and internal stakeholders	E	A, I
Working under own initiative.	E	I
Proven multi-tasker, with a systematic approach and the focus to prioritise effectively.	E	A, I
Planning and organising - ability to multitask and work with numerous customers and programmes simultaneously.		A, I
Adaptability and ability to learn quickly.	E	I
Ability to develop innovative and creative service/solution design.	E	I, A
Organised and methodical approach to work and able to meet tight deadlines and key performance indicators.	E	A, I
Self-motivated, able to work independently and enjoy working as part of a team	E	I
Knowledge and understanding		
Excellent coaching credentials and understanding of Coaching, training and support.	E	A, I
Understanding of support sectors including some or all of the following: employment, justice, young people, disabilities and health and social care	D	A, I
Awareness of equality and diversity issues.	E	I
Skills		
The ability to listen, identify and understand a customer's work-related needs through dialogue with the individual.	E	I

The ability to interpret and take appropriate action based on gathered evidence.	E	A, I
The ability to plan and deliver a coaching programme appropriate for the individual's needs and job role.	E	A, I
The ability to be pro-active in finding solutions.	E	A, I
An understanding and empathy for pan-disability needs.	E	I
An awareness and commitment to the developing field of Neurodiversity and associated approaches.	E	A, I
Excellent written and verbal communication skills.	E	A, I
Self-motivation and commitment to consistently high levels of customer service.	E	A, I
Competent user of Microsoft applications: Word, Outlook, Excel, Access, PowerPoint.	E	A, I
Experience		
A minimum of two years' experience of coaching, managing or working with disadvantaged groups such as people with neurodiversity and mental/physical health issues, prison leavers and those seeking employment.	E	A
Experience of delivering coaching sessions both online/virtual and face to face.	E	A
Application of professional coaching standards and delivering quality services.	E	A
Knowledge of motivational techniques and practices used to support vulnerable groups.	E	A
Qualifications		
A level 5 qualification in Coaching, or Teaching qualifications or significant coaching experience. Applications are welcomed from candidates who do not have the above but are ready to work towards obtaining the appropriate qualifications.	E	A

3SC is committed to fair recruitment and the inclusion of applicants with criminal records. For that reason, we do not use criminal records to exclude people and will only ask successful applicants to complete criminal records check after a conditional offer has been made. A criminal record will not prevent a person from being employed with 3SC.

If offered an interview you will be required to:

- Provide documentation to prove your right to work in the UK

If offered the post you will be required to:

- Undertake a criminal record disclosure check
- Provide references for the past three years
- Provide evidence of your identity and address

3SC is a Disability Confident Employer. Our Disability Champion is Gareth Snaith. Gareth is available by phone or email if any applicant needs adjustments or support to apply for this role. He can be contacted on gareth.snaith@3sc.org or by calling 07436 530 042.

How to Apply:

Please send your CV along with additional information addressing how you meet the Person Specification to 3SC's Head of Employment Programmes, Kathryn Jellings.

Please email: Kathryn.jellings@3sc.org

The additional information should concentrate on the elements of the Person Specification marked with an 'A' for application in the Person Specification table. Additional Information can be supplied in the form of a Covering Letter, or you may submit a video. If you wish to submit a video, please contact 3SC to check the formats we can accept.

All applications need to be received by 5pm on the 21st March 2022.