JOB TITLE: Performance Support Coach (Accountancy & Tax)

DEPARTMENT: Performance Support Team

LOCATION: London Liverpool Street

POSITION: Full Time, permanent

REPORTS TO: Performance Support Manager

Role Objective

To provide coaching and support to our apprentices via a range of contact methods and to liaise with their employer to ensure they progress through their apprenticeship. BPP provides apprenticeships that lead to professional qualifications in Financial Services, Professional Services & Accounting and Business & HR. Skills Coaches will be providing tailored support to learners, in order to ensure they are fully prepared and confident to successfully complete their apprenticeship.

Key Responsibilities and Accountabilities

- Work alongside Performance Advisors as part of a dedicated Performance Support team, providing proactive and reactive support to students requiring additional help throughout their apprenticeship qualification
- Provide one-to-one tailored coaching to those students who require it
- Monitor the performance of students throughout their studies, with a focus on the successful completion of assessments throughout the course
- Supporting and advising student to ensure that they fully complete the requirements of the apprenticeship
- Providing feedback on student submissions for skills and behaviour development assignments throughout the programme
- Working with BPP’s Quality Assurance Team to ensure all quality assurance requirements are being met
- Supporting the apprentice with their Functional Skills qualifications as appropriate
- Provide value adding reporting analysis to internal and external stakeholders
- Completing required documentation within BPP defined timescales.
- Organisation, understanding and contribution beyond Professional Qualifications
- Communication with internal and external stakeholders
- Effectively undertaking any other duties as required

Skills, knowledge, qualifications required for role

The successful candidate must demonstrate the following:

- Hold a relevant qualification at academic Level 3,4 or 7 (relevant to Accountancy & Tax) such as those provided by ACCA, CIMA, ICAEW or ICAS
- Focused and passionate about student success as well as seeking to improve and enhance the student experience
- Excellent communication skills and the ability to build rapport and maintain empathy with stakeholders
- Experience of working autonomously and managing own workload efficiently and effectively
- An ability to take responsibility to develop own knowledge and skills
- Ability to work as part of a wider team
- Excellent time management and organisational skills
- Excellent communication skills – written, over the telephone and face to face

The successful candidate will be required to undergo a DBS check.