

Role Profile: Development Coach

Reference Number

XXXX

Job Family Group

Operational Support

Role Purpose

Job Family

National Services

This role will be responsible for the ongoing onboarding training that new members of staff receive when joining CTSC, or that staff need when moving to new duties, ensuring they develop and demonstrate the skills and knowledge to deliver an inclusive and accessible service to diverse users. The role will focus on the short to medium term needs of the learners.

Grade Level

EO

Key Accountabilities

- Coach and develop learners, using blended learning approach, during 'onboarding' People Development (i.e. after the initial 10-day Induction training stage) and through to hand-off into business as usual CTSC teams, ensuring that through the competency curve they build the requisite basic knowledge, skills and confidence to work in CTSC, delivering customer service excellence in whichever jurisdiction they will be working
- Liaise with the Development Team Leader on day-to-day management and pastoral issues of learners whilst in People Development
- Work with learners on a 1-2-1 basis to improve performance and help them assess their own performance and access the learning solutions that can help them progress
- Monitor and test learners against quality and productivity standards, and provide access to learning /coaching resources where needed, to ensure learners know what they need to know and how to interact with users effectively and efficiently, improving the service that is delivered
- Ensure all new CTSC employees are trained to the required standard before moving into the next stage of the People Development stage and sign-off learners or recommend they repeat a learning stage, to ensure consistent delivery of service to users and ensuring that the skills and knowledge of individuals meets the required standard to meet user expectations
- Maintain knowledge of the learning tools and solutions available to help learners develop and direct learners to these when necessary, and if necessary, work through these with the learner
- Support individuals and groups performance delivery to improve performance and meet KPIs and increase user confidence in CTSC service delivery
- Liaise with Development Team Lead and Team Leaders on decisions regarding learners capability and competence and feed into decisions regarding performance improvement

Key Relationships and Contacts

This role will coach and develop individuals in specific business areas and general user facing skills. Work with Team leaders, Strategy owner and Heads of Operations on delivery plans, liaise with Workforce management team to ensure skills matrix is updated with details of new skills for CTSC staff. There will be some requirement to persuade and influence at lower levels

- **Team leaders** – to discuss new and ongoing development needs for staff and teams at CTSC and gathering information on effectiveness of people development activities
- **People Development Strategy Manager** – discussions re direction of Development and implementation of new initiatives
- **Trainers (for induction training)** – sharing information on learners being handed over
- **CTSC staff / People Development learners** – gathering information on effectiveness of people development activities
- **Workforce management team** – to ensure details of new skills are entered onto skills matrix

Knowledge, Skills and Experience

- Leadership skills - to visibly demonstrate and embed the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictions
- Business-specific knowledge (or willingness to learn) and experience to be able to coach and advise learners on improvement in specific business areas
- CIPD or internal qualification in coaching and training practice
- People and communication skills - to be able to coach learners in increasing effectiveness in handling user queries by telephone, email or webchat (etc)
- Ability to judge capability, competence and potential in learners and adapt approach for different learners - to ensure best learning environment.
- Knowledge of, or willingness to learn learning resources and solutions - to recommend to learners
- Coaching skills - to be able to help learners understand and take responsibility for their own development, to support them in doing so and to provide guidance where necessary
- Knowledge of, or willingness to learn HMCTS and CTSC service standards - to be able to measure learner's performance against these and provide support to improve where needed.
- Flexibility and adaptability in working - to tailor coaching style to learners needs while still meeting business requirements
- Resilience and authority - to be able to manage learners effectively, sometimes in challenging situations.

Complexities

Problem solving

This role will make decisions on learners competence in specific subjects and overall ability, measuring them against set criteria – have they reached the correct standard and if not, what is needed to help them reach that stage? The decisions will determine if a learner is able to move to the next stage of training or repeat any learning in order to move on. Policies and guidelines are available to help the role holder make these decisions. The role holder will be dealing with classroom based issues, eg learner's queries, pace of learners progress eg remedial training managing concerns and anxieties.

Management of resources

None – will feed into management of learners to People Development Team Leaders.

Autonomy

There is some scope for the role holder to exercise independent action in the way that they coach learners but this will be restricted by the processes, policies and procedures for HMCTS and CTSC.