



Role Profile



Role Title **Development Coach**

Job family group People

Job family Continuous Improvement

Grade EO

Status For internal use

Role Purpose This role will be responsible for the ongoing onboarding, training, coaching, and development that new members of staff receive when joining National Services, or that existing staff may need when moving to new duties, a change in process, or any additional L&D support that is required. 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 needs of the learners.

Key Accountabilities

- Coach and develop learners, using blended learning approach, during 'onboarding' Induction training, Academy training and through to going live into "business as usual" teams, ensuring that colleagues build the requisite basic knowledge, skills and confidence to work in National Services, delivering customer/user service excellence in whichever jurisdiction they will be working.
- Liaise with Operational Team Leader on day-to-day management and pastoral issues of learners whilst in People Development functions.
- Work with learners on a 1-1 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 customers/users effectively and efficiently, improving the service that is delivered.
- Ensure all new National Services employees are trained to the required standard before moving into the next stage of their development and maintain trackers or matrixes of learning progression, to make recommendation to their line manager that they have additional support, 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 National Services service delivery.

- Liaise with People Development Leader and Team Leaders on decisions regarding learners capability and competence and feed into decisions regarding performance improvement.

Knowledge, Skills and Experience

- Provide Leadership to the learners, visibly demonstrating and embedding the culture and ways of working for National Services in delivering service excellence across all jurisdictions.
- Business-specific knowledge 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 (desirable)
- People and communication skills to be able to coach learners in increasing effectiveness in handling customer/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 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 HMCTS and National Services 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.

Problem Solving and Decision Making

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 if alternative options need to be considered to move forward. Policies and guidelines are available to help the role holder make these decisions. The role holder will be dealing with classroom-based issues, e.g. learner's queries, pace of learners progress e.g. remedial training managing concerns and anxieties.

Management of Resources

None – will feed into management of learners to People Development 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 National Services.

Key Relationships and Contacts

This role will train, coach, and develop individuals in specific business areas and general customer/user facing skills. Work with People Development Leaders, Operational Team Leaders, and Strategy Owners on delivery plans. To ensure data to update any operational skills matrix is provided at handover point or after completion of training with details of new skills for staff. There will be some requirement to persuade and influence at lower levels.

- People Development Leaders- to liaise and report ongoing development and outcomes, to discuss new and ongoing development needs for staff and teams in National Services and gathering information on effectiveness of people development activities.
- Line Mangers – sharing information on learners being handed over.
- National Services staff / People Development learners – gathering information on effectiveness of people development activities.