



Talent Coach

Location:	Homebased
Grade:	K4LH/K4UH
Reports to:	Team Manager
Direct reports:	N/A
Key stakeholders:	Kaplan Apprentices and Employers, Apprenticeship Team

Who we are & what we stand for

We are a leading provider of apprenticeships, accountancy, tax, finance & banking courses, and of professional assessments. At Kaplan, we're all working together to make this organisation diverse, innovative and efficient. And to become highly respected for supporting learners to build or assess their professional competence through apprenticeships and qualifications.

We are part of the Kaplan group, one of the world's largest and most diverse education and assessment providers. We operate in over 30 countries and maintain relationships and partnerships with more than 1,000 school districts, colleges and universities, professional bodies and over 10,000 businesses. Our vast breadth and scope in terms of both capabilities and assets sets us apart.

We work hard to make this a great place to work where everyone can succeed. Sex, race, disability, age, sexual orientation, gender identity, religion or other belief, marital status, pregnancy or parenthood - none of these should be a barrier to anybody's success at Kaplan. If you require any adjustments, or additional support within the recruitment process, please contact us directly and we'll do our best to help.

To view our candidate privacy notice [click here](#).

How you'll help us succeed

By providing outstanding support, advice and guidance to our students throughout their apprenticeship programme you will inspire them to succeed and achieve excellent learning and assessment outcomes. You'll continuously build your knowledge, skills and capabilities as well as contributing to building those of your colleagues whilst helping us to continuously improve how we deliver to our customers and how we deliver it.

Knowledge, preparation, quality & development

- Maintain up to date knowledge of the standards you are delivering (this will include any new standards you will deliver)

- Attend any face to face, remote or online training and development courses
- Assist in the training and development of new Talent Coaches by sharing your expertise.
- Contribute to the preparation for, and participate in, Ofsted/ESFA audit and any other inspections/audits as required.
- Undergo observations by Kaplan Quality team as well as third party observers (eg Ofsted, EQA's) from time to time.

Apprenticeship Delivery

- To take full responsibility for a caseload of learners on Apprenticeship programmes across the Accountancy and Tax provision to ensure they complete timely to ensure our customer expectations are met.
- Ensure learners have a robust learning plan from the start of their apprenticeship, regularly reviewing giving advice and guidance plus any additional support identified tailoring to their individual needs to enable them meet their aspirational objectives.
- Support learners through functional skills qualifications where appropriate.
- Build an effective rapport with learners and employers.
- To be confident that all learner files are compliant with relevant bodies such as Education Skills Funding Agency (ESFA) and Ofsted requirements.
- To work with other departments to deliver an outstanding experience to students whilst on their apprenticeship.
- To deal with learners/employers queries promptly and efficiently.
- Make a reasonable contribution to team activities such as improvement projects.

Learner Outcomes

- Guide and motivate students to help them achieve excellent learning and apprenticeship outcomes.
- Ensure learners are aware of the Academic Support Service as required.
- Plan and monitor learners progress informing employers/Team Manager of any concerns or at risk learners and swiftly implement agreed plans where applicable to ensure learners achieve in a timely manner.
- Prepare reports on students performance when required.

Business Development

- Promote Kaplans products to learners and employers
- Pass on any business leads to Business Development/Client Solutions team

You'll also carry out other duties, within the broad scope and spirit of your role, as requested by your manager. Our business continuously evolves, so your role will too.



Safeguarding children and young people

Kaplan is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with our background checking policy and successful applicants will be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS) or satisfactory PVG scheme membership to confirm your suitability to work with children and young people. Our Suitability of Ex-offenders Policy is available to potential applicants upon request.

What you might be doing now

Your current role, or recent roles, may be:

- Talent Coach within the Delivery Team
- Working within Student Experience or the Apprenticeship team
- Talent Coach/assessor delivering up to and including L4 qualifications

What you'll bring

Relevant industry expertise and a passion for coaching and mentoring and seeing learners succeed. You will need to bring:

- Relevant professional qualifications (eg Assessors award, sector specific qualifications delivering at Level 4 or above)
- Professional Qualifications which could include CAVA/TAQA
- Maths and English at min of GCSE: A to C/4 or above or equivalent e.g. FS at L2
- Excellent interpersonal skills, ability to adopt a flexible approach, communicate professionally with confidence, clarity and purpose, be approachable, listens carefully to all encounters and be able to influence and persuade others.
- Ability to effectively manage a busy workload with conflicting priorities
- Focus on quality, learner journey and student outcomes
- Demonstrate passion and enthusiasm
- Team player and able to work collaboratively
- Strong written and verbal skills
- Ability to build strong relationships and trust
- Knowledge of regulatory bodies such as ESFA, Ofsted and online platforms and packages i(e online portfolio platforms and excel/word)



- Flexible approach and attitude to work, ability to travel within the UK and occasional overnight stay

What you can expect

A competitive salary & clear pay structures, progression paths, and a comprehensive benefits package. You'll be joining a great place, driven by a shared purpose, where everyone can succeed and build a brighter future together.

How you can progress

From this role, your potential routes for progression include:

- Deputy Team Manager
- Team Manager (via the Deputy route)
- Quality Coach