

JOB TITLE: **Personal Development Coach**

RESPONSIBLE TO: Apprenticeship Curriculum & Quality Manager

RESPONSIBLE FOR: N/A

LOCATION: Office-based with travel to employer sites, careers events, and outreach activities as required.

JOB PURPOSE:

Waterside Training is seeking a **Personal Development Coach** to support Engineering and Manufacturing apprentices throughout their first year and beyond. This unique role combines coaching, pastoral care, wellbeing support, and Additional Learning Support (ALS) to help apprentices succeed both personally and professionally.

With over 60 years of experience, Waterside Training is a specialist technical and vocational training provider delivering employer-focused apprenticeships across the NorthWest and Liverpool City Region.

This role is ideal for someone with strong **casework or learner support experience**, even if they have not worked in education. You'll be the first point of contact for apprentices and employers, providing guidance, early intervention, and be able to signpost to the appropriate support services for the person to receive the right support at the right time.

You will also complete regular reviews with first year apprentices and deliver personal development, wellbeing, and employability sessions covering topics such as mental health, equality, diversity and inclusion, workplace behaviours, careers planning, personal safety, and safeguarding.

The role will also take ownership of our student voice forum and the OneFile e-portfolio platform.

Key Responsibilities

- Conducting regular progress reviews with first-year apprentices, focusing on workplace skills, behaviours, engagement, and Off-the-Job (OTJ) learning.
- Support apprentices to meet employer expectations and develop positive attendance, commitment, and workplace behaviours.
- Liaise with employers and technical assessors to address performance, attendance, or conduct concerns.
- Act as the first point of contact for pastoral, wellbeing, safeguarding, and ALS support.
- Working closely with technical assessors on target setting, so pastoral and technical development stay aligned
- You will be Waterside Training's **Safeguarding Lead**, providing guidance, support, and referrals where required.
- Review and approve ALS plans.
- Develop and deliver engaging tutorials, workshops, and self-paced e-learning on wellbeing, resilience, safeguarding, Prevent, mental health, substance misuse, and

personal development, working with external partners, Smart Log resources, and guest speakers to enhance learner engagement and support throughout the year.

- Support apprentices in maintaining high-quality OTJ records, reflective journals, and effective use of OneFile.
- Review journals and provide constructive feedback to improve the quality of evidence, spelling and grammar
- Prepare reports, review documentation, and administrative records as required.
- Ensure all learner information is handled in line with GDPR and organisational policies.
- Manage student voice activities, volunteering initiatives, and learner engagement forums.
- Support recruitment events, careers fairs, employer engagement activities, and open days.
- Maintain accurate records and ensure compliance with GDPR and organisational policies.

You will have experience supporting learners, apprentices, young people, or vulnerable adults and possess strong communication, coaching, and organisational skills.

You will ideally hold, or be willing to work towards, qualifications or training in areas such as:

- Advice & Guidance, Youth Work, Counselling, Education & Training, SENCo, or Safeguarding.
- First Aid and/or Mental Health First Aid.
- Safeguarding, Prevent, Equality, Diversity & Inclusion, and wellbeing.
- Knowledge of learner support services and signposting.
- Understanding of apprenticeship programmes.
- Confidence using Microsoft Office and systems such as OneFile or e-portfolio system.
- Up-to-date knowledge of safeguarding, mental health, wellbeing, or substance misuse awareness.
- Experience within apprenticeships, further education, or training would be advantageous but is not essential.

We are looking for genuine support and casework experience first. If you can make a difference through effective coaching, guidance, and intervention, we'll help you build the sector-specific knowledge.

Applicants must hold a full, clean UK driving licence and be willing to travel regularly to employer premises and Waterside Training sites.

Waterside Training is committed to safeguarding and promoting the welfare of all learners and expects every member of staff to share this commitment. Appointment is subject to a satisfactory Enhanced DBS check.

This is a rewarding opportunity to help apprentices develop the confidence, resilience, and skills they need to succeed in work and learning.

To apply, please send your CV and covering letter to Kathryn Kirby, HR Manager, at kkirby@waterside-training.co.uk.