

Job Description

Job title	Coach
Location	Liverpool
Hours	<p>Full/Part-Time</p> <p>The Hub opening hours will vary on different days and the scheduling of sessions operates around a 4-week rolling rota. Your day-to-day working hours will reflect this. The Digital Learning Centre is open Monday to Sunday and will include bank holidays (paid at your normal pay rate). You will be expected to work any day Monday to Sunday or a Bank Holiday as part of the rota.</p>
Reports to	Team Leader
Staff responsible For	N/A
Salary	£25,000 per annum (pro rata)
Benefits	<ul style="list-style-type: none"> • 28 days holiday per year (pro rata for part-time). Including bank holidays • For permanent and fixed term employees, Good Things Foundation makes an employer contribution of 3% of your monthly salary. Your contribution is 5% (4% deducted from your pay and 1% tax returned from the government). • Confidential Employee Assistance helpline

Job Purpose

You will be representing our global technology partner and Good Things Foundation providing **free digital skills training** in one of the High Street locations, helping small business owners, job-seekers and individuals achieve more online.

Whether it's helping an octogenarian send her first email; supporting a young person build and develop a digital CV, or even train a group of like minded individuals. No two days are the same at the digital learning centre

A passion for delivering outstanding customer experience is a must. **Deep customer empathy, patience** and a **proactive approach** are key, along with working closely with and supporting your fellow coaches. You'll put the customer at the heart of every decision made, and strive to create a welcoming, inclusive and friendly learning space that delivers an outstanding customer experience on each and every visit.

You'll recognise the importance of and value engaging with the local community, ensuring that as many different groups within the community participate in Digital Learning Centre activities - whether in the High Street space or through local outreach.

Key Objectives and Accountabilities

Roles and Responsibilities:

- With your fellow coaches, welcome customers and create an impactful learning experience for them improving their digital skills, confidence and capability
- Deliver tailored training to customers according to the digital learning centre course content
- Answer questions on topics such as social media, digital advertising and search optimisation engines
- Represent our global technology partner and Good Things Foundation brands in accordance with the onboarding and training programme
- Participate in outreach activities when scheduled (external events etc) - ensuring the local community are engaged with the Digital Learning Centre activities
- Ensure store is always clean and tidy and flag any repair requests / maintenance
- Proactively seek out ways to engage with the local community and promote the digital learning centre by helping to create partnerships e.g. sharing on social media
- Keep the learning centre clean
- Support co-workers
- Reporting: reports on a daily basis

Person Specification

Experience	Mentoring/coaching and retail experience (desirable)
Knowledge and skills	<p>Proactivity: Excellent problem solving skills with a solution focussed approach (essential)</p> <p>Empathy: A willingness to listen and understand, both with customers and fellow coaches (essential)</p> <p>Resilience: Able to work under pressure, and manage multiple projects on the go (essential)</p> <p>Digital knowledge: Excellent knowledge of digital marketing, technologies and trends. A confident and experienced user of digital, skilled at troubleshooting and getting under the skin of problems. (essential)</p> <p>Digital understanding: Demonstrate an understanding of the power of digital to change people's lives (essential)</p> <p>Communication: A confident communicator with excellent people/interpersonal skills (essential)</p> <p>Organisational and time management skills (essential)</p> <p>Presentation skills: the ability to deliver training to multiple individuals once content training has been provided (essential)</p> <p>Ability to travel within the local area as needed (essential)</p>
Good Things Foundation Behaviours	<ul style="list-style-type: none"> ● We are collaborative ● We are positive ● We are creative ● We are people focussed ● We are inquisitive
Education and Qualifications	A minimum of five GCSEs A* to C including Maths and English (or equivalent qualifications in Maths and English), OR the ability to demonstrate the required level of Maths and English to enable you to perform the role (essential)

<p>Other Essential Requirements</p>	<ul style="list-style-type: none"> ● To demonstrate a commitment to safeguarding vulnerable adults. ● To comply with our organisational Safeguarding Policies and Procedures. ● To satisfy our pre-employment checking process (see below).
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Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.

Safeguarding Statement and Pre-Employment Checks

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- A satisfactory Enhanced Disclosure and Barring Service (DBS) check