



Job Description

Job title	Team Leader
Location	Liverpool
Hours	Full Time 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.
Reports to	Service Delivery Manager
Staff responsible For	Coaches
Salary	TBC
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	The Team Leader plays a vital role in running a successful digital learning centre. Motivating and inspiring your fellow coaches; diligent and consistent, reporting on key metrics and delivering outstanding coaching for customers are just some of the tasks you'll be called upon to deliver, in a fast-paced and exciting work environment.

	<p>You will be instrumental in implementing the vision and strategic direction that is set by our global technology partner and Good Things Foundation and evolving and developing it at a local level.</p> <p>No two days are the same at the digital learning centre. As Team Leader, you will motivate and inspire your team through dynamic leadership, as well as managing performance issues with support from Good Things Foundation.</p> <p>You will work closely with our global technology partner and Good Things Foundation - the social change charity who are managing the digital learning centre operations. With your fellow coaches, you will engage with local partners (e.g. Online Centres) to ensure the local community benefits from the Digital Learning Centre, during its operation and after it closes.</p> <p>In all roles in the digital learning centre, customer empathy is a must - putting 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.</p>
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Key Objectives and Accountabilities

- **Store set up:** Opening and closing the store; running effective team 'huddle' sessions that motivate coaches and set the tone for the day
- **Daily store schedule:** Ensuring that scheduled 121 and team training sessions are delivered in line with the schedule and quality control thresholds are met
- **Event Manager:** Act as key point of contact in liaising with partners, managing events, hosting out global technology partner visiting the Digital Learning Centre and coordinating with Good Things Foundation
- **Store Maintenance:** Act as key point of contact liaising with contractors that visit the store

- **Store Visual Standards:** Ensure store is always clean and tidy, and follow appropriate process to ensure store fully supplied with requisite materials e.g. flyers, banners
- **Health and Safety:** Ensure daily checks are carried out and any issues are resolved or escalated as appropriate
- **Customer Feedback:** Collating customer feedback, using it to improve performance and sharing with the Service Delivery Manager as requested
- **Security:** Help coaches manage challenging customer behaviour e.g. late arrivals to sessions; managing disruptive customers. Working with security and Good Things Foundation on any escalations
- **Data reporting:** Consistently provide key data reporting to the Service Delivery Manager on agreed cadence
- **Store Management:** Empowered to make day-to-day decisions in store to increase productivity and efficiency e.g. local outreach on quieter days, hosting local events
- **Community engagement:** Proactively seek out ways to increase community engagement with Digital Learning Centre activities, e.g. building relationships with local community groups/organisations

People Management

- **Direct reports:** Meeting with direct reports on a regular 121 basis to provide feedback, manage performance, agree/support development needs and address any concerns
- **Performance management:** Where appropriate, manage minor performance management issues locally e.g. lateness, uniforms. Work with Good Things Foundation HR to address and manage wider performance management issues

Coaching

- See Coach Job Description for more information

Reporting/Best Practice

Providing routine and ad-hoc report to the Service Delivery Manager on request

- Meeting/interacting with team leaders from other Digital Learning Centres as appropriate to share best practice and ensure consistency of approach
- Motivate coaches and foster teamwork through peer-to-peer learning sessions and team building sessions
- Play a key role in creating a welcoming, accessible and supportive learning environment in the delivery spaces and partner venues

Person Specification

<p>Experience</p>	<p>Mentoring/coaching and retail experience (essential) Line management experience (essential) Data gathering and reporting (desirable) Experience of presenting to the public and engaging with high profile stakeholders (essential)</p>
<p>Knowledge and skills</p>	<p>In addition to the skills demonstrated as Coach:</p> <ul style="list-style-type: none"> ● Proactivity: Excellent problem solving skills with a solution focussed approach (essential) ● Empathy: A willingness to listen and understand, both with customers and fellow coaches (essential) ● Prioritise and communicate effectively: Team Leaders have to manage competing deadlines (essential) ● Collaborative: Work with your fellow coaches to deliver engaging activities as a team (essential) ● Presentation skills: the ability to deliver training to multiple individuals once content training has been provided (essential) ● Able to work under pressure and demonstrate resilience (essential) ● A strong understanding of the power of digital to change people's lives (essential) ● Ability to work weekends and evenings when required (essential) ● Ability to travel within the local area as needed (essential)

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	<p>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> <p>Line management qualification (desirable)</p>
Other Essential Requirements	<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).

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