###### Hospitality Customer Services Tutor

**JOB DESCRIPTION**

**Location: 200 Springfield Road, Belfast, BT12 7DB**

**Hours : 22.5**

**Salary:**  **£17,561 pa**

**Responsible to: Programme Manager**

**ROLE OVERVIEW:**

We are excited to be recruiting for a dynamic and experienced individual to join our growing Apprenticeships NI team to support our delivery throughout N. Ireland. We are seeking candidates who are passionate about Hospitality, team lead and customer services that have the drive and motivation to help learners to progress in their careers, increase their employability, and support their personal development. The ideal candidate will have a strong background in Hospitality and have strong organisational and communication skills to inspire and educate learners.

**COMPANY PERKS:**

Early finish on Fridays at 14:30

On-site secure parking

4% pension match

Laptop and phone provided

Mileage: 45p per mile

Flexible working

Generous annual leave entitlement of 30 paid days per year

Birthday Off

Supportive four phase induction and mentoring process

**MAIN DUTIES OF POST HOLDER:**

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* To coach, mentor, and guide learners who are engaged on Hospitality, Team Lead and customer services apprenticeship programmes at level 2 and 3 NVQ.
* Actively support, mentor, and motivate learners across the entire learner journey to help them with the timely completion of their learning aims and qualification.
* Deliver inspiring training and coaching sessions to groups and individual learners.
* To provide information, advice, guidance, and support for the Hospitality learners.
* Set individual targets for each learner based on capability to ensure KPIs are met.
* Manage your diary so that agreed contact with learners is achieved.
* Identify and assess learners' needs and put in place robust personal learning plans, with realistic and challenging goals, that enable learners to understand their personal journey and realise their potential.
* Observe, mark, and review work produced by learners to ensure it is of the appropriate standard to reflect the learner's qualification and meet the needs of the qualification.
* Provide insightful, constructive, and informative feedback to help the learner maximize their potential.
* Participate in the student induction, monitoring and reviewing processes.
* Participate in the marketing of and recruitment to courses within the subject/programme.
* Produce schemes of work and lesson plans.
* Liaising with external examiners, moderators, and verifiers.
* To carry out such other relevant or related duties as may be required by management.

*The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive and may be subject to adjustment in accordance with organisational change.*

###### Tutor

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable |
| Qualifications/**Attainments** | * Educated to Degree or equivalent in Hospitality or a related field.
* L3
* ILM management for team leading (or equivalent)

Assessors award  | * Teaching and Learning Qualification containing LLUK Standards for Teachers, Tutors, and Trainers or willing to work towards.
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| Relevant Knowledge/Experience | * Ability to engage with and motivate learners to learn to their full capability.
* Sector specific experience and knowledge
* Proven track record in achieving targets and quality standards.
* Relevant teaching experience
* Knowledge of Apprenticeship programme
 | * Knowledge and Competence in the use of IQRS systems, Awarding Body Records and Certification Methods.
* Use of innovative learning methods including ICT.
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| Special Aptitudes | * Excellent planning and organisation skills.
* Ability to communicate effectively with learners and colleagues of all levels and backgrounds.
* Able to develop positive rapport with learners.
* Ability to recruit learners
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| Other  | * Access to own transport
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*We reserve the right to apply further criteria to facilitate effective short-listing in the event of a high number of applications. Springvale Employment & Learning Solutions is an Equal Opportunities Employer.*