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**JOB TITLE: Delivery Officer – Motor vehicle**

**The Organisation**

Springboard is a registered charity which aims to support the development of sustainable communities where people have the skills they need for work and life.

With over 40 years of leadership in the sector the organisation provides a wide range of training and community development programmes across the north east of England.

Springboard is an Investor in People, holds the Matrix Award for IAG and is a Disability Confident Employer.

**Position Summary**

The Delivery Officer role is the mechanism which the charity primarily uses in order to undertake its training work. Delivery Officers carry out a wide range of functions including developing, tutoring and assessing relevant high quality learning programmes to encourage and secure learner achievement, attainment and progression.

Specific elements of work for individuals are detailed in the attached job description.

**Conditions of Employment**

Position: Delivery Officer Motor Vehicle

Responsible to: Study Lead

Salary range: £21,332 – 23,110

Hours: 37 hours per week

Contract Term: Non temporary

Location: Rivergreen, Sunderland (All Delivery Officer roles may have a peripatetic element due to the needs of learners)

Leave: 25 days per annum, pro rata, subject to local conditions, plus statutory holidays

All posts will be subject to DBS check. A copy of our Ex Offender recruitment policy and Equal Opportunities policy will be included in the recruitment pack.

The following list of duties and responsibilities must be taken as a guide and is not intended to be comprehensive.

**Key responsibilities and accountabilities**

Springboard operates in a demanding and often changing environment. Members of staff must be flexible, adaptable and willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be regarded as fully comprehensive:

* Supervise a team or cohort of learners in the field of motor vehicle maintenance and repair skills.
* Develop, tutor and assess learners in meeting their learning goals in line with awarding body requirements.
* Encourage and secure learner achievement, attainment and progression.
* Establish a learning and teaching environment in which learners demonstrate commitment to their studies, appropriate behaviour and a high level of motivation which promotes retention and attendance.
* Ensure that learners behave appropriately and professionally at all times especially when dealing with members of the public.
* Maintain appropriate, effective records and administration including individual progress reporting and placement review in a timely manner.
* Be involved in all aspects of the learner journey from recruitment to progression.
* Assist in course development and review.
* Operate with flexibility around location and programme
* Carry out duties in accordance with the Quality Systems and Procedures currently in place throughout the organisation.
* Ensure the operation of efficient and safe environments and perform with due regard for the health, safety and welfare of all within the guidelines of Springboard's Health and Safety Policy
* Promote and support equality and diversity through the charity’s Equal Opportunities Policy
* Assist in marketing and promotion of Springboard programmes and services.
* To undertake other such duties which are commensurate with the post as may be required from time to time, by the Chief Executive or other Springboard Managers

**PERSON SPECIFICATION**

**Essential**

* Excellent, up to date, knowledge of a range of motor vehicle learning programmes
* Teaching and assessing qualification (or working towards)
* Ability to work independently and as part of a team
* Good interpersonal and communication skills
* Experience of teaching, assessing and quality assuring
* Experience of programme planning
* Ability to travel to meet the needs of the job role