Role Profile

Job title:	Course Support Worker	Job Family:	Technical
Grade:	G	Reports to:	Curriculum Support Manager
Location:	NCC Site based	Team:	NCC
Author/owner:	Bill McGonagle	**Version/Date:** (See version control table below)	Version 0.3 / April 2017

Role Purpose: why the role exists and its overall contribution to the organisation

- To provide effective support to Instructors enabling training courses to operate efficiently/safely and to ensure that areas are ready prior to use, cleaned afterwards.
- Ensuring that equipment and training areas are maintained to excellent standards and the correct resources / materials are readily available. Ensure that practical training areas are ready prior to use, and made good afterwards which will require equipment/machinery readiness as required.
- Efficient use of all resources and materials ensuring that suitable resources are used at all times reducing waste.
- Asset & resources management through Schedule It and/or other designated resource planning tool, update systems as required (HIPPO/Plant Management software)
- To cover for Estates Site Management in (except Bircham) during periods of absence.
- To work with Estates Site Management in (except Bircham) to ensure sufficient support during peak activity periods.

Role Accountabilities: main areas for achieving delivery and results

Preparation
- Ensure training areas are prepared in advance to meet the needs of the specific training task and on completion reinstate as necessary returning all tools, equipment and materials to designated storage areas.
- Assist in the offloading of materials using construction plant whilst adhering to individual restrictions/licences.
- To be responsible/support the general housekeeping of our facilities.

Delivery
- Operating construction plant/equipment to assist in the provision of training.
- Attend and contribute to team meetings as required.
- Consistently demonstrate our CITB behaviours whist being a role model for students and challenge inappropriate behaviour in a professional manner.
- Liaise with external agencies as required.
- Promote and maintain a safe learning environment enabling the delivery of programmes with special reference to health and safety, confidentiality, safeguarding and equality and diversity.

- Promote the use of Personal Protective Equipment by ensuring proper use at all times.
- Carry out Plant Inspections and accurately update IT management systems.
- Assist departments, offloading materials using Construction Plant.

General

- Open up departmental stores, buildings and centres if required.
- Liaise with estates Site Manager to ensure sufficient cover during peak training or activity or during periods of absence such as sickness, holidays, training etc.
- To assist in the Plant Inspections and the upkeep of plant maintenance records.
- Operate plant for Insurance Inspection purposes.
- Preparing the training area with the resources for that days/weeks practical assignments/Clearing areas after practical assignments
- Ordering and maintain sufficient stock of stores items to allow training / assessment to run in accordance with the syllabus.
- Prepare stores / tools for weekly training requirements.

People Leadership / Team Leadership – where the role has direct or matrix reports.

- Although the role reports to the Curriculum Support Manager, for day to day work they will have a dotted line report to Senior Instructors who will direct their work and prioritise this. The Senior Instructor may delegate this to a specific instructor during their absence.

Decision Making and Business Impact

- The Decision's to be made whist carrying out training to ensure the locations are in a clean and tidy manner and a safe working environment.
- To take a proactive approach in delivering support to training such as repairing and maintaining, area, stores, equipment and signage etc.
- Significant impact on the ability of training teams to deliver directly to customers.
- Supporting the achievement of the 'One Team' objective by contributing to the fostering of effective working relationships between the NCC Product Training teams, College Office teams and CITB Estates Team.
- Supporting the Adaptability objective by contributing to the development of a more engaged and customer-focussed organisation.
- Maintain customer and stakeholder relationships
- The role requires decision-making and judgment about relevance and prioritisation of works streams on the basis of personal/received knowledge.
- Able to manage timelines and plan activity accordingly.
- Decision making about the product team delivery schedule; future calendar commitments; time planning itineraries and logistics to ensure appropriate support and cover during periods of absence in a timely manner.

Knowledge, Skills, Qualifications and Experience:

Essential

- The post holder is required to hold at least 2 relevant (that is directly relevant to the post) categories of plant as a competent operator. The amount and type of categories required over and above this will depend on the training support needed and the site requirement.
- CPCS or IPAF full competent card.
- First Aider (or achieved within 6 months)
- Pasma Mobile scaffold Towers (or within 6 months)

Desirable

- Plant Machinery CPCS Categories.
- Knowledge of Construction Training
- Previous experience of supporting or delivering vocational construction training

---

Key Behavioural Competencies

- **Works Collaboratively L1**
- **Customer Focus L1**
- **Inclusion and Respect L1**
- **Communicating with Impact L1**
- **Building Capability L1**

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- An ability to communicate with discretion and tact
- An ability to work confidently without supervision
- An ability to work flexible working hours to cover course delivery and in support of estates during absence
- An ability to travel on occasions to other NCC sites as required.

Version Control:

Version	Date	Author	Change
Version 0.1			

Role Profile