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individual coaching plans; providing resources and assistance; scheduling ongoing training	∌loping	el allu busilless lleeus		
	Strengths			
	//	Organiser	Service	
with the people and business capabilities it requires to deliver the service expected. Liaise with Workforce management team to ensure details of new and existing learners skills are maintained in skills matrix, to ensure		Motivator	Enabler Change agent	
are allocated appropriate work and service delivery to users/customers is maintained and improved	sule stail	Negotiator	Change agent	
owledge, Skills and Experience	Complexity Descr	riptors	7	
Provide Leadership to the team, visibly demonstrating and embedding the new culture and ways of working in delivering service	50p.0y 2000		ng effective strategies & implementation pla	ans to ensure
improvements to the end user		·	with right skills at right time. This will requi	
Excellent organisation and planning skills, in people logistics would be an advantage		investigation and analysis and the	decisions made by this role will affect the	work of the
People management skills to empower team members to take personal responsibility for their own personal impact and developme	Problem solving	Heads of Operations. They will ne	ed to analyse technical product information	ո and interpre
Knowledge of HMCTS policies and people management processes for both learners and for Development Team coaches and train	iners	, ,	audience in designing new and revised tra	0
under their management, including performance management, attendance management, grievance and disciplinary policies to en	nsure		chnical training expertise. They will also be	
compliance and team effectiveness		//	es and existing staff have training planned a	at the
Business-specific knowledge and experience to be able to coach and advise learners on improvement in specific business areas a	and	optimum time.	anness of CTCC Training and the market size	I
maintain focus on service user's needs CIPD qualification in training & L&D delivery to be able to schedule training plans for the whole CTSC, and to develop and maintain	in effective Management of		ement of CTSC Trainers and the profession	
training solutions to meet staff and user needs.		Management of management of Coaches, (direct line management sits with Heads of Operation). No financial management beyond approval of T&S for trainers who would be remote worke		
People and communication skills to be able to coach learners in increasing effectiveness in handling customer/user queries by tele		expected to travel across the diffe		Workers
email or webchat (etc)			nsupervised and but will follow professional	l and
Ability to judge capability, competence and potential in learners and adapt approach for different learners to ensure best learning		5 ,	iscretion in the application of these in devis	
environment.		technical galacinies but will use al	packages Supervision for this role will be re	
	The second secon	plans and creating development p		
Knowledge of learning resources and solutions to recommend to learners Coaching skills to be able to coach both learners and Development Coaches and Trainers in improvements towards personal effective of the coaches are considered to the coaches and the coaches are coaches and the coaches are coaches are coaches are coaches and the coaches are coaches	Autonomy	plans and creating development p role holder will only rarely seek gu	idance from People Development Strategy e role holder will have authority to deal with	manager or

escalated training problems delivered to them by their team and operational management

and increased user satisfaction with HMCTS service