



Person Specification

BBO Digital Change Coach

Person Skills and Attributes	Essential (✓)	Desirable (✓)
Have a clear understanding of how digital can enhance individuals lives	✓	
Innovative in training and employability delivery	✓	
Able to work autonomously and flexibly	✓	
Ability to engage with people from all backgrounds	✓	
To have resilience when working with people in challenging circumstances	✓	
Excellent communication skills – presentation, written and verbal	✓	
Good time management and ability to organise, prioritise workload effectively	✓	
Good problem solving competencies	✓	
Ability to maintain confidentiality	✓	
Clear attention to detail	✓	
Understanding of diversity and different cultures	✓	
Working as part of a team and using own initiative	✓	
Commitment to equal opportunities and anti-discriminatory practices in service delivery	✓	
Knowledge and Experience		
Experience of line management		✓
Direct previous experience of a similar role	✓	
Clear understanding of how digital can enhance an individual's life	✓	

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Experience of working with customers both on a one to one basis and in a group setting	✓	
Knowledge of digital software / applications that can be used to help individuals progress, i.e. into work, support health and wellbeing, etc.	✓	
Experience of working with and training people with disabilities and other barriers	✓	
Empathy towards people who are disadvantaged and understanding of barriers to employment and participants' progression. Participants may include incapacity benefit claimants, single parents, those with criminal records, mental health groups, ex-services, specific ethnic minority or faith groups and those with specific disabilities.	✓	
Ability to 'cold call' and arrange access to training and education	✓	
Setting up learning opportunities including workshops and bespoke programmes of work		✓
Ability to negotiate arrangements with potential employers	✓	
Microsoft Office (Word, Outlook & Excel) – word processing, email, spreadsheets	✓	
Experience of working in a target driven environment and ability to self-motivate to achieve results	✓	
Experience of caseload management	✓	
Education / Training		
Minimum of 5 GCSEs at grade C or above (or equivalent qualification) including Maths and English	✓	
NVQ Level 3 Advice & Guidance Qualification (or equivalent)		✓
Educated to degree level or equivalent in a related subject		✓
Other relevant factors		
Commitment to develop and implement equal opportunities policy and anti-discriminatory practices in employment and service delivery	✓	
Access to a vehicle for business use	✓	
Commitment to the Company's safeguarding protocols	✓	
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Able to undertake regional travel as necessary	✓	
Ability to work flexibly; some weekend and evening work as required	✓	
Eligible to Work in UK status	✓	
Full driving Licence	✓	