

Role Profile

Part A - Grade & Structure Information

Job Family Code	6RT	Role Title	Cycling Assurer-Instructor
Grade	PS6	Reports to (role title)	Cycle Training Manager
JE Band	192-227	Directorate/School	Community Protection, Transport and Environment
		Service / Department	Highways
		Date Role Profile was created	Sep-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>1. To assess the performance of Cycling Instructors, in line with the service's quality assurance programme. An Assurer-Instructor will be a L2AICT qualified Cycling Instructor and would work alongside other Cycling Instructors to simultaneously deliver a course and (a) mentor, (b) advise and (c) formally assess, the Instructor they are working with. Outside of the teaching period the Assurer-Instructor will complete a written performance assessment to submit to the assessed Instructor and line manager. The Assurer-Instructor would also be responsible for logging queries and passing them on to the line manager.</p> <p>2. The Assurer-Instructor needs to be fully versed in all the procedures and practices set out in the National Standard for Cycle Training, the National Delivery Guide, supplementary Surrey County Council guidance and other employment practices such as the Instructor Code of Conduct.</p> <p>3. To train people of all ages in accordance with National Standard for Cycle Training roles and units, tailoring each course to achieve the National Standard requirement for training to be: Realistic - Bikeability at Levels 2 and 3 must take place on real roads and junctions where riders learn how to interact with other road users. Riders must make independent decisions about managing risk effectively and develop their own safe and responsible cycling strategies. Riders are exposed to more challenging cycling environments as their skills and confidence grow. Positive: Bikeability is a positive, enjoyable learning experience in which riders acquire the skills and confidence to progress towards cycling to the National Standard. Bikeability addresses riders' individual learning needs and aspirations, with a baseline assessment of current competence, and training modules that are planned, adapted and reviewed to ensure all riders make progress. Riders receive continuous assessment and feedback that encourages reflective practice and transfers responsibility for progression to the rider.</p>
Work Context	<p>The Assurer-Instructor will work in the same environment as other Instructors: training individuals on the public highway, liaising with school staff and building sound working relationships.</p> <p>Trainees have a wide range of skills and abilities, including people with a special educational need and disability and Instructors need to adapt their training whilst remaining within the framework of the National Standard and Surrey-specific policies including risk management and safeguarding. The Assurer-Instructor needs to do this themselves and assess the extent to which their co-instructor has succeeded in delivering to the standard. The Assurer-Instructor uses published standards for this assessment.</p> <p>In the event of disagreement, the Assurer-Instructor will need to manage such a situation and escalate to the line manager.</p>
Line management responsibility if applicable	Not applicable
Budget responsibility if applicable	Not applicable
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Support senior colleagues to deliver initiatives and projects as required. • Deliver a range of administrative and/or customer services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. • May be required to assist in the recruitment, selection and supervision processes to ensure high standards of team delivery. <p>Resources</p> <ul style="list-style-type: none"> • May be required to raise invoices and manage payments. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Assist in undertaking research and analysis of information and prepare reports in prescribed formats. • Prepare and dispatch a range of correspondence/ documents to ensure efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Willingness to undertake professional/vocational study where appropriate. • Basic understanding of the relevant area of work. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good IT skills including database management systems, email and MS Office. • Ability to work with others to improve customer service. • Good administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous relevant work experience in an environment supporting staff and/or public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Each Assurer-Instructor must:</p> <ul style="list-style-type: none"> - hold or achieve the 1st4Sport Level 2 instructor qualification, which is a formal qualification regulated by Ofqual. - undertake additional training as directed that enables the national Internal Quality Assurance specifications to be fulfilled. - manage relationship their relationship with Instructors they are assessing. - undertake Continuing Professional Development as required. - maintain an e-portfolio. - agree to an enhanced DBS check with barred lists. - have experience of supervising groups. - be a competent cyclist. - Be able to use an online administration to check work allocation, record availability and submit pay and expenses claims.
Role Summary	<p>Roles at this level typically work as part of a team to provide technical support and assistance within a given discipline and assist senior colleagues with their duties. They will carry out a range of technical administrative support or practical tasks using knowledge of general office routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism.</p>
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