

Job Description and Person Specification

Job Title: Opportunity Coach

Job Details	
Grade	5
Service	Employment & Skills
Location	City Wide
Job Evaluation Code	A6340
Role Mapper Ref	RM-00161777
Job Family	Technical

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

You will assist individuals in clarifying goals, enhancing confidence, and progressing towards education, training, employment, or improved work outcomes. Using strengths-based coaching, personalised planning, and exposure to opportunities, you will connect aspirations to achievable pathways. Based in Community Hubs, Libraries, Job Shops, and outreach settings, you will engage with diverse individuals of all ages. You will foster independence, enhance skills, and reduce reliance on crisis services through tailored early interventions. Tracking outcomes, you will demonstrate lasting impacts on skills, wellbeing,

and sustainable employment.

Main Duties & Key Accountabilities

Building positive, trusting relationships and exploring individuals' strengths, goals and barriers.

Delivering high-quality information, advice, and guidance to help individuals make informed decisions about education, skills, and employment with emphasis on progression and independence.

Shifting practice from assessment-led to understanding and development led: build trust, explore individual strengths, and co-design personal development plans that supports progression.

Managing a diverse caseload for individuals aged 16+, providing one-to-one and group interventions in community settings without direct supervision.

Delivering one-to-one and group support across locations, adapting to individual and community need.

Supporting teaching, learning and assessment activities, including small-group support and learner engagement.

Linking individuals to internal & local services, learning providers, employers and community resources.

Maintaining up-to-date knowledge of local provision, labour market opportunities and community support.

Collaborating with internal / external partners, employers and community organisations to create routes into work, volunteering, training and skills development.

Contributing to multi-agency approaches, meetings and shared plans across services.

Building effective relationships with internal & external services & partners to ensure people can navigate support without gaps or duplication.

Promoting a culture of empowerment, learning and inclusive practice.

Recording activity, progress and outcomes accurately in line with safeguarding, GDPR and quality requirements.

Using data and insight to target support, evidence impact and improve service delivery.

Applying an understanding of Ofsted inspection toolkit (2025) expectations to contribute to high-quality provision.

Key Relationships

External:	DWP Jobcentre Plus / National Careers Service Employers and sector bodies (incl. Anchor Alliance partners) Voluntary, community and social enterprise organisations Housing associations and local health & wellbeing partners
Internal:	Employment & Skills Service (Job Shop) Adult Education Service Library & Information Service / #CovConnects (Digital Inclusion) Family Hubs, Migration & Resettlement, Community Resilience

Standard Information

- Post holders will be accountable for
- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
 - attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
 - any other duties and responsibilities within the range of the salary grade.

Responsible for

No direct line management: may supervise sessional staff, volunteers or placements as required.

Person Specification

Requirements

Knowledge	Recognising local labour market, barriers affecting learning, skills development, employment and overall progression, including factors such as health, finance, housing and digital access.
	Applying inclusive and anti-discriminatory practice, alongside safeguarding, GDPR and equality, diversity and inclusion friendly approaches.
	Understanding the Ofsted Education Inspection Framework and how it shapes high-quality learning

	and support environments.
Skills And Ability	Skills And Ability Building trust, motivating and coaching individuals, and communicating effectively in both one-to-one and group settings.
	Managing a diverse workload, prioritising effectively, analysing data, monitoring progress, and creating precise, clear records using IT systems efficiently.
	Working collaboratively with various internal teams and partners, contributing to effective multi-agency efforts, supporting teaching, learning, assessments, and providing constructive influence.
	Experience of providing advice, guidance, coaching and supporting individuals in learning, employment or community settings.
Experience	Experience working with people facing sometimes complex barriers or disadvantage backgrounds.
	Experience of partnership working across different organisations or services and sectors.
Qualification	A willingness to work towards Level 3 training in Information, Advice and Guidance (IAG) and willing to undertake Level 3 Award in Education & Training (or equivalent) or relevant experience.
Special Requirements	Occasional evening and weekend working.