



Role Definition for the Personal Coach

The role of the Coach

The purpose of this critical role in the Coach in a Box team is to support and manage the Coachee through their process by:

- building rapport to achieve a constructive and supportive relationship which enables the Coachee to feel confident and supported
- checking understanding and completion of the material
- providing effective coaching using all four faces of our coaching model – Supporter, Expert, Counsellor and Challenger, instinctively flexing between offering support and direction as required
- guiding the Coachee through the material in order to deepen understanding and enable insights to be gained
- actively probing with the Coachee to illuminate what will support them and what is likely to derail their potential experiments
- remaining unattached to any expectations or a particular outcome
- managing the process, ensuring next steps are received, action learning is agreed and client notes are kept up to date
- managing own personal state during the coaching session using techniques that are meaningful to you
- working in partnership with the allocated Specialist (if relevant) to deliver a cohesive relationship and enable the client to maximise their benefit of the process
- representing the human face of Coach in a Box, behaving with integrity and confidentiality and demonstrating the company's values
- providing feedback to our Client sponsors on themes and patterns of organisational behaviour as and when required

Working Methods

- To work through materials in advance, personally experiencing the exercises as though you were the client
- To engage in training calls for new products, as agreed with your Team Leader
- Manage and administer the Coach in a Box product including, as required, initiating contact with the client and booking Coach calls
- To make clients aware of duty of care and to feedback to Team Leader if there are any concerns re pastoral care
- Ensure 80% of clients are engaged within the four weeks of the engagement window
- To ensure clients have their next call booked at the end of each session to maintain traction
- To be supported with feedback from Team Leaders listening into "live" client calls bi-annually
- Receive Coachee phone calls, having ensured familiarity with the client material, Coach notes and the process and required outputs of each step
- Capture appropriate information to enable both the Coach and Specialist to hold a fair and accurate picture of each individual and their progress through the product
- To be aware of data protection and maintain client confidentiality
- The Coach requires a phone and secure and confidential access to a PC and printer

Connection to the Coach in a Box organisation

- The Coach reports to a Team Leader who manages quality, performance and development.
- Six monthly, two way reviews will be held between Coach and Team Leader. For specific projects, Coaches may also liaise with a Project Leader; this will be clarified at the beginning of each project.
- Two community learning days will be provided by the business to support the Coach's personal development.
- In addition, the Coach works in a collaborative partnership with the Specialist.

Person specification

Skills & experience (Knowing and doing)

Skill or experience	Essential	Desirable
Coaching	✓	
Performance management		✓
Team/people management	✓	
Knowledge and understanding of CinaB technology		✓
Basic PC skills; Word, Outlook, Internet	✓	
Commercial/business understanding		✓
Written communication	✓	
Team working	✓	
Customer service	✓	
Typing	✓	

Personal attributes (Being)

It is essential that a Coach is able to bring to the role:

- Ability to build rapport in a non face to face situation
- Self motivation
- Effective personal organisation and time management
- Excellent verbal communication and listening skills
- A natural warmth and empathy
- Honesty and integrity
- Emotional resilience and ability to manage their own state
- Belief in personal development and a willingness to support others' development