

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

LC1441P: Lecturer – Business & Customer Service

SALARY

£33,547 - £40,064 per annum

GRADE

Lecturer Pay Scale

HOURS

37

REPORTING TO

Curriculum Lead – Service Sector Apprenticeships & Work-Based Learning

DEPARTMENT

Apprenticeships

LOCATION

Lincoln

BE READY...

Job Purpose:

To provide the highest quality educational experience in Business and Customer Service apprenticeships, using vocational knowledge and experience to deliver teaching, learning and assessment that inspires apprentices to contribute effectively in the workplace and become valued employees.

To contribute to the development of the curriculum in line with local, regional and national needs and contribute to the positioning of the apprenticeships as the premier local choice for Business and Customer Service apprentices. The post is based at Lincoln College, but could in the future involve teaching at other centres or in the workplace.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To be responsible for course management and success rates of key programmes and courses within the Lincoln College Group.
2. To prepare, deliver and carry out teaching and learning with necessary assessment of apprentices/ students including on site assessment where appropriate.
3. To carry out the role of a course tutor as required.
4. To plan and contribute to the enrichment programme (trips, visits, guest speakers etc.) offered to all apprentices/students.
5. To carry out and maintain records and documentation required by the College curriculum quality policies and systems.
6. To contribute to the selection, recruitment and enrolment of apprentices/students.
7. To liaise with schools, parents, universities and/or employers as appropriate.
8. To carry out assessing and internal verification as required.
9. To actively implement the College's Equal Opportunities policy throughout all personal contacts in the College.
10. To maintain teaching and learning quality standards through peer review, lesson observation activity and other standards appropriate to the post.
11. To conform with the Health and Safety requirements relevant to the post.
12. To contribute to the development of existing and new programmes, and work as a member of a flexible delivery team within Lincoln College Group.
13. To liaise with awarding organisations and external examiners/verifiers.
14. To coordinate timetabling of individual apprentice/student programmes.
15. To participate in any cross-college/working party groups as from time to time may be established.
16. To be responsible for safeguarding and promoting the welfare of children wherever applicable within the role.
17. To be an inspiring teacher, enthusiastic with the ability to motivate students and a willingness and ability to tackle poor apprentice/student performance.
18. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
19. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	Certificate in Education, PGCE or equivalent or the ability and willingness to obtain a Level 4 professional teaching qualification within two years of commencing employment.	A/I
2	Level 3 or above qualification in a Business, Customer Service or a related subject area (HNC/D qualification desirable).	A/I
3	Internal verification qualification (A1, TAQA, CAVA).	A/I

	Skills/Abilities – Interpersonal	PSM
4	The ability to work in a non-discriminatory manner.	A/I/T
5	The ability to respond to individual learning needs.	A/I/T
6	The ability to teach and manage learning across levels 2 and 3 Business and Customer Service related programmes, possessing in-depth knowledge.	A/I/T
7	Excellent presentation skills with an ability to deliver high quality teaching in a variety of Business and Customer Service subject areas.	A/I/T
8	The ability to communicate effectively with a wide range of people.	A/I/T

	Experience	PSM
9	Proven competence of delivery in Business and Customer Service-related programmes.	A/I
10	Previous experience of apprenticeship provision.	A/I
11	Proven competence of assessing learners with a variety of methods within a vocational based context.	A/I
12	Relevant industrial experience in a Business-related setting.	A/I

	Work Related Circumstances	PSM
12	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
13	Ability and willingness to work flexibly.	A/I

	Skills/Abilities - Other	PSM
14	Appropriate levels of IT skills to undertake relevant duties, i.e. Word, Excel and PowerPoint (MS Office) or the willingness and ability to undertake relevant training.	A/I
15	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I
16	Ability to travel across sites, and locations.	A/I

Prepared By:	Curriculum Lead – Service Sector Apprenticeships & Work-Based Learning
Date:	June 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

