

Professional development policy for administrators

Background

Tolley is a business specialising in tax and is proud of its reputation for having administrators trained in tax qualifications and apprenticeship programmes. We expect administrators to undertake the training necessary to perform their role to the high standard expected.

Induction

At commencement of their employment with Tolley, all administrators will receive training to ensure their understanding of the organisation. Managers, through constant review and assessment, have a responsibility to initiate appropriate training and coaching to ensure each administrator can attain the standards required by the job role in a realistic time frame.

Reviews

All employees will receive an annual appraisal aimed at improving personal performance. This ensures everyone is appropriately managed and performing to the best of their ability. At the annual appraisal, employees will discuss and agree a set of key performance indicators (KPIs) for the following year.

In addition to the annual appraisal, employees can expect regular 1-2-1 reviews with their line manager, during which progress against KPIs will be reviewed and any learning and development needs identified and planned.

Tolley supports administrator training through:

- Internal training covering the knowledge required for the role, as well as systems and processes.
- Regular meetings to review situations arising and act on feedback to streamline processes towards a consistent approach.
- Funding appropriate external courses.

Apprenticeship Webinars

All administrators who are to act in a teaching role for apprenticeship webinars will undertake a Teacher Training course at Level 3 or above. Any staff joining the team without a previous qualification will be enrolled onto the following course:

<https://www.train-aid.co.uk/courses/level-3-award-in-education-and-training-ptlls>



Jonathan Scriven

Director of Tax Markets