

Job Profile: ESOL Admin Support

This job profile information for ESOL Advice Service Admin Support is for guidance only and must be used in conjunction with the Job Capsule for the *(family title)* Job Family, Level 2 Zone 2

Camden Way Category:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Working within the newly established Camden and Islington ESOL advice service.

To gather and provide information regarding ESOL provision, ensuring that residents are supported to access appropriate courses, schools and partner organisations are fully informed, and that learner views and other data are collected effectively.

Main Duties and Responsibilities:

- Maintain administration system for referral process and outcome mapping
- Provide support to ESOL providers when using the referral and outcome processes
- Prepare reports and materials for the ESOL Steering Group and meetings with providers
- To organise community Information Advice and Guidance (IAG) sessions and community assessment sessions
- To signpost residents to appropriate IAG and assessment sessions
- Provide information and advice by telephone, email and post regarding the ESOL Advice Service, IAG and assessment sessions
- Research information and keep up to date regarding the current adult community-learning offer to Camden residents across a range of providers.
- Carry out surveys of user views by telephone, email, internet and post

- Produce publicity posters leaflets and flyers for courses, events and activities
- Establish and maintain recording systems for a range of purposes
- Update and maintain ESOL Advice Service Website
- Support events and activities
- Assist the ESOL Service Manager in analysing data and producing reports

Example outcomes or objectives that this role will deliver:

Deliver on outcomes as set by the ESOL Steering Group. These will include:

- Higher numbers of ESOL enrolments
- Fostering relationships of collaboration
- Promoting the sharing of good practice

People Management Responsibilities:

None

Relationships;

Work closely with the ESOL Co-ordinator, ESOL Steering Group, Adult Community Learning and the local ESOL providers.

Work Environment:

The post holder will be based in an office environment at 5 Pancras Square with agile working expected and may be required to attend evening meetings or other out-of-hours events on occasions which may include Saturdays;

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- Excellent organisational skills
- Strong interpersonal and communication skills and experience of communicating with adults who have low levels of English
- Strong written communication skills
- Excellent IT and web skills, including the ability to use MS Office Word, Excel and Outlook. Experience with databases desirable.
- Skilled in producing high quality marketing and publicity material including posters leaflets and flyers
- An understanding of ESOL and adult learning programmes an advantage

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure