

Job Profile: ESOL Service Manager

This job profile information for ESOL Service Manager is for guidance only and must be used in conjunction with the Job Capsule for the *(family title)* Job Family, Level 3 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. The purpose of this role will be to develop the ESOL Advice Service to increase community access to ESOL Provision, streamline referrals and support evidence-based planning by ESOL providers.

Main Duties and Responsibilities:

- Manage the Camden and Islington ESOL Advice Service to enable potential ESOL learners to access appropriate provision
- Manage and supervise administrative/data entry staff and EAS advisor/s and the ESOL Service ensuring compliance with current legal requirements and responsibilities such as Health and Safety, the Equalities Act, Safeguarding Children approaches and Equal Opportunities policy including the management of risk and resources
- Building strong relationships with both formal and informal ESOL providers and community groups, promoting the Service internally and externally
- To facilitate collaboration between ACL managers and partners to plan, manage and maintain community Information, Advice and Guidance (IAG) sessions and community assessment sessions. Lead on the coordination, delivery and evaluation of these events and identify and implement ways of continuously improving the effectiveness of these events

- To represent the Service at community events / meetings to promote the Service, set up bespoke advice sessions and to expand the numbers of priority learners accessing ESOL provision, and the number of centres hosting onsite ESOL advice sessions
- To develop awareness amongst local residents about the ESOL Advice Service through community outreach activities, marketing, events, job fairs etc.
- Identify potential venues/ organisations for ESOL with a view to recruiting new community providers to the mainstream ACL offer
- Managing administration system for referral process and outcome mapping
- Monitoring ESOL Advice Service budget and liaise with partners to ensure effective delivery
- Develop inter-borough partnerships in order to share good practice, organise joint CPD and to provide benchmarking data
- Run learner focus groups, identifying issues that could be a potential risk to Service effectiveness and reputation as well as positive learner stories that could be used to demonstrate Service effectiveness
- Contributing towards the continuing development and delivery of the ESOL Advice Service within Camden Council including the Service self-assessment and quarterly improvement plan
- Develop, using appropriate experts, a database for Service to maintain records of all learners assessed
- Collect and analyse data to build a comprehensive profile of ESOL learners
- Map existing borough provision and contribute to the strategic planning of borough-wide ESOL provision using data
- Share, via the ESOL Steering Group, workshops and other means, statistics and anecdotal evidence on waiting lists and learners' needs, in order to assist ESOL providers in filling gaps in provision and encouraging evidence- based planning
- Monitor the use and success of the service by analysing information from the database
- Working with the ESOL Steering Group using analysed data to attract and engage new and dormant learners
- Contribute to the commissioning of new providers and capacity build providers as required, to ensure increased placement and progression of learners.
- Review IAG and enrolment days to identify and implement strategies to inform their ongoing increased effectiveness

- Develop marketing strategies and contribute to planning of events to improve engagement of priority groups
- Produce the annual ESOL Advice Report, presenting research carried out during the year, and a review of successes, and short and long-term goals. Provide periodic reports to the ESOL Steering Group and Project Funders
- Efficient management of ESOL Service resources to obtain best value
- Contribute to fund raising for the service, identifying opportunities and lodging funding applications including assembling bids for future funding and expansion of the project
- Carry out quality assurance duties, including training, observations of sessions and preparation of reports

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

Example outcomes or objectives that this role will deliver:

To be accountable to the for achieving agreed outcomes Head of ACL and ESOL Steering Group .These will include:

- Higher numbers of ESOL enrolments
- Fewer people on waiting lists for ESOL
- Increase in part time learners and learners from demographics identified by the ESOL Steering Group
- An analysis of data to build a comprehensive profile of ESOL learners

People Management Responsibilities:

ESOL Co-ordinator
Matrix management IAG staff

Relationships;

Work closely with the ESOL Steering Group, ESOL admin support, 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:

- Working with a range of stakeholders including linguistic minority community organisations and a range of statutory and voluntary sector services
- Strong communicating skills both written and oral
- Ability to analyse data and use for monitoring purposes
- Experience developing a service: A strong sense of direction and purpose and an ability to communicate the vision, purpose and sense of direction of the service
- Excellent organisational skills and an ability to work to deadlines
- Familiar with safeguarding procedures including the Prevent duty

- Excellent IT skills, including the ability to use MS Office Word, Excel and Outlook
- Experience of financial management and budget planning
- Strong understanding of ESOL, adult learning programmes, Skills Funding Agency Rules and Ofsted Common Inspection Framework
- An understanding of the English language needs of migrants, refugees, and barriers to accessing classes.
- Knowledge of Matrix
- Knowledge of existing ESOL provision in Camden and Islington an advantage
- Previous experience of funding bids an advantage

This role is subject to a standard DBS check.

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