

Job Profile Information: ESOL Advice Service Coordinator

This supplementary information for ESOL Advice Service Coordinator is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1

Camden Way Category 3

It 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.

Example outcomes or objectives that this role will deliver:

Learner Support:

- Be the first point of contact for information on ESOL for referral organisations, staff and residents
- Provide learners with information on registering for ESOL, updates on status and advice by telephone, email, SMS and post
- Be responsible for attending to the ESOL Advice Line and the ESOL email inbox in a timely and effective manner
- Carry out initial assessments of learners' levels of English and place in appropriate ESOL provision throughout the borough and beyond, where appropriate
- Develop and maintain smooth referral processes for ESOL learners into ESOL and related courses
- Identify suitable learners using data analysis when vacancies in ESOL provision are reported by providers
- Make learners aware of suitable ESOL and related options available to them via difficult communication tools
- Invite learners to join classes they are interested in joining and ensure they have all the relevant details.
- Support learners and develop strategies to maintain high levels of attendance at advice sessions, enrolment sessions and holding classes

- Carry out tracking activities with learners and surveys
- Cover regular and bespoke advice sessions, and holding classes when required
- Update and maintain ESOL Advice Service Website
- Update and maintain EAS Database
- Data-entry and validation of initial assessment forms and related items
- Remain up to date with funding eligibility rules
- Produce sign-posting information and ESOL-friendly guides as appropriate
- Abide by relevant duties including safeguarding and GDPR
- Contribute to and maintain initial assessment paperwork in light of best practice
- Contribute to and support the development of quality assurance activities related to initial assessment
- Contribute to and support curriculum development
- Ensure advisors have the equipment and resources necessary to carry out their roles fully and effectively
- Ensure data is shared securely, using the appropriate software and all necessary processes have been followed to ensure compliance with data-protection and privacy laws, including GDPR
- Be the first point of call for complaints from learners and providers

Publicity and Marketing:

- Represent the service at key events such as information sessions at schools and community organisations
- Support the EAS Marketing and MIS coordinator with publicity activities
- Be responsible for the distribution of EAS publicity across the borough
- Work in partnership with a range of organisations/ services to identify potential learners, including community organisations, universities, employers, JCP, etc.
- Work in partnership with referral organisations to ensure high levels of attendance at bespoke and regular advice sessions
- Use data to identify areas of high need and target these to improve engagement levels in collaboration with Marketing and MIS Coordinator
- Work in collaboration with and support marketing and MIS coordinator
- Produce EAS publicity as appropriate, including for bespoke advice sessions

Partnerships:

- Develop relationships and work in partnership with ESOL providers in the borough to improve options for learners

- Map ESOL provision in Camden and update regularly as the landscape changes
- Arrange bespoke advice sessions by appointment in collaboration with organisations working with minority linguistic communities, including community organisations, statutory services and employers
- Develop and refine processes for effective partnership working
- Ensure timely communication of relevant updates to referral partners and providers
- Attend meetings and provide progress reports on the EAS
- Provide support to ESOL providers as part of referral process
- Ensure efficient processes for the placement of learners in classes, ensuring providers are fully informed and have necessary documents and information
- Ensure timely communication of relevant updates to referral partners and providers
- Ensure the smooth running of regular and bespoke advice sessions, and holding classes
- Supervise internal and external ESOL Advisors where present
- Supervise volunteers
- Raise POs for venue, staff and ad hoc hire costs as appropriate
- Provide administrative support to the team
- Be responsible for logistical preparations for meetings, including room bookings, invitations, refreshments, etc.

Data analysis and reporting:

- Prepare reports and materials for the ESOL Steering Group and outside organisations
- Establish and maintain recording systems for a range of purposes
- Analyse data to identify and report on gaps in ESOL provision in collaboration with the Marketing and MIS coordinator
- Analyse data to identify and report on under-represented groups who require targeted engagement
- Take part in ESOL research activities
- Research information and keep up to date regarding the current adult community-learning offer to Camden residents across a range of providers.
- Contribute to the commissioning of new provision
- Contribute to the production of reports, including statistics
- Take minutes at meetings
- Report on inefficiencies or problems in a timely and effective manner

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

- Higher numbers of ESOL enrolments at partner organisations
- Improve access for learners who have not engaged in ESOL learning previously
- Improve data available on ESOL learners and gaps in provision in Camden and Islington
- Fostering relationships of collaboration

People Management Responsibilities:

N/A

Relationships;

Work closely with the ESOL Manager, ESOL Advisor(s), ESOL Steering Group, ESOL learners and potential learners, referral organisations, statutory services, Council staff, EAS marketing and MIS manager 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 weekends.
- Carry out occasional work in the evening and weekend as appropriate, to meet learner needs.

Technical Knowledge and Experience:

Essential:

- Experience of teaching ESOL in the UK

- Experience on initially assessed ESOL learners from E1 (NRW) to L2.
- Be able to manage multiple tasks and projects to given deadlines
- Maintain accurate records
- Report to a range of audiences
- Presentation skills

Desirable:

- Monitor budgets and raise POs
- IELTS initial assessment

Essential: Qualifications

Cambridge CELTA or Trinity Certificate in TESOL

Essential:

- Post-graduate Certificate in Education (PGCE) with ESOL subject specialism **or**
- Post-graduate Diploma in Education (PGDE) with ESOL subject specialism **or**
- Diploma in Education and Training (DET, previously DTLLS)

Essential:

UK bachelor's degree or IELTS 7.0

Essential:

ESOL teaching experience

Essential:

Excellent IT and web skills, including the ability to use MS Office Word, Excel and Outlook.

Desirable:

- Advice and guidance qualifications and experience
- Bachelor's Degree
- Cambridge DELTA or Trinity Diploma in TESOL
- MS Access Database training or experience

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 by clicking [HERE](#)