

Job Profile

Job Title: ESOL Programme Manager

Job Grade: Level 4, Zone 1

Starting Salary: £37,638

This supplementary information for the ACL Programme Manager: ESOL 0.6 is for guidance and must be used in conjunction with the Job Capsule for People – Education Level. 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:

- To plan and develop an ESOL curriculum offer to meet local and national priorities
- To develop partnerships with local organisations and relevant Council teams to reach priority groups and run programmes in appropriate community venues
- To reach performance targets including: recruitment of priority learner groups; delivery in priority locations; safeguarding; learner recruitment, attendance and achievement; quality of delivery; number of taught hours; learner outcomes and progression
- To manage accredited and non-accredited ESOL programmes
- To jointly plan with ACL managers in other curriculum areas to ensure a cohesive Service offer
- To monitor and improve quality of delivery through rigorous and supportive performance management of tutors
- Internally moderate accredited and non-accredited programmes and offer full quality assurance
- Liaise with awarding bodies and meet their requirements
- To ensure tutors have the support, resources and equipment to deliver current, high quality and engaging courses in centres that meet health and safety and safeguarding requirements
- To ensure learners receive thorough and impartial information and advice to enable them to make informed choices about their current learning and future plans
- To ensure learners' additional needs are identified and met
- Effectively manage IAG and progression

Example outcomes or objectives that this role will deliver:

- A programme that effectively reaches priority groups and achieves high levels of learner and partner satisfaction
- High standard of teaching in the curriculum area that meets the required quality criteria
- Achievement of target number of enrolments
- Delivery of target number of taught hours
- High levels of retentions and achievement

People Management Responsibilities:

Tutor team approx. – termly hour tutors

Learning Support Assistants

Relationships:

Tutors

Peer and senior managers within the Service

Managers in local community organisations and centres

Managers in relevant Council teams

IAG providers

Service marketing lead

Relationships:

This post reports to the Deputy Head, ACL

Work Environment:

The ACL team is based in 5 Pancras Square

The post holder will be expected to spend part of the working week out in the community centres where courses are being delivered.

The post holder will occasionally be required to work weekends and evenings.

The post holder will be able to request to work from home as appropriate

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment

Technical Knowledge and Experience:

Essential:

- Full Level 5 adult teaching qualification (such as DTLLS or its equivalent)
- Level 2 Literacy and Numeracy
- Qualification in teaching ESOL

Knowledge:

- Approaches to adult learning
- Current pedagogy and policy in relation to teaching ESOL
- Ofsted Education Inspection Framework
- Statutory safeguarding and health and safety requirements
- Accreditation in ESOL and ESOL frameworks
- Knowledge of funding related to ESOL

Skills:

- Appropriate standards of customer care in working with vulnerable, disadvantaged learners with low levels of skills, confidence and self-esteem
- Excellent interpersonal skills to develop and support individual staff in their teaching and learning practice
- Ability to work collaboratively in a team
- Ability to develop effective partnerships with local, external and internal agencies and services to engage priority groups in learning
- Ability to respond quickly, proactively and creatively to issues and challenges
- Creativity and innovation in developing engaging programmes and in seeking continuous improvement in service delivery
- Proven organisational and administrative skills
- Excellent written and verbal communication and interpersonal skills including cultural awareness
- Ability to analyse data to inform quality improvement and future development
- Excellent IT skills, including the ability to use MS Office Word, Excel and Outlook
- Experience of managing a small budget/finances

Experience:

- Managing and teaching in adult community learning settings
- Working with learners from diverse backgrounds reflecting the population of Camden
- Planning and managing non accredited and accredited courses
- Carrying out formal observations of teaching, learning and assessment
- Planning and delivering staff development activities
- Experience of delivering CPD to team, especially around quality assurance of curriculum

Camden Core Behaviours

- Adaptability – Level 3/4
- Customer service – Level 3/4
- Driving improvement – Level 3
- Working together – Level 4
- Leading People – Level 4

Camden Additional Behaviours

- Confidence and resilience Level 3/4
- Building support – Level 3/4