**Job Title: ESOL Advice Service MIS and Research Officer**

**Role Purpose:**

The service has the following functions, which the post-holder will be expected to lead or contribute to, as deemed appropriate by the EAS manager:

* Offers regular registration and advice (initial assessment) sessions to people who would like to improve their English
* Offers a bespoke service to organisations and businesses which work with groups of people who would like to improve their English Language (ESOL)
* Work with ESOL providers in the LA to help to place these learners into existing classes, where suitable provision exists
* Collect and analyse data on learners who are unable or unwilling to access existing ESOL provision
* Share this data regularly and in a timely manner with key stakeholders, including providers, to facilitate the commissioning of additional provision, either using existing funding with providers
* Directly commission ESOL provision using programme funding where there is unmet need is identified
* Collect, analyse and disseminate data on the profile of ESOL learners generally in an annual report
* Facilitate partnership working between providers and key stakeholders to reduce duplication, improve the progression pathways for ESOL learners, increase knowledge of funding available for ESOL, and similar activities which increase the options and quality of provision for ESOL new and existing ESOL learners

**Example outcomes or objectives that this role will deliver:**

* To be responsible for data returns and reports, as required by relevant funding bodies, including local, national and central government funding bodies.
* To create and maintain appropriate database/s for the collection, collation and analysis of data collected.
* To deliver training on data collection and data-entry.
* To use appropriate software for the analysis of data and production of reports
* To coordinate design and distribution of paper, online and other service surveys for purposes of gathering learner and provider feedback, tracking learner progression, and performing needs analyses.
* 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
* Collect and analyse data to build a comprehensive profile of ESOL learners
* To develop appropriate tools to ensure the collection of valid data from learners for the purposes of placement into ESOL classes, tracking of progression and other outcomes.
* To be responsible for the collection of baseline data needed for evaluation activities.
* To produce case studies in collaboration with other team members.
* To undertake the annual review and update of all service pro-formas for print and online purposes, ensuring consistency of information regarding contractual compliance and quality assurance.
* Source, analyse and present data, including Census and other data in order to inform service strategy and marketing and other activities.
* Provide statistics for the writing of a range of reports and studies by team members.
* Coordinate the process involved in, and design of items for the collection, collation, analysis and presentation of data for reports, as appropriate, such as initial assessment paperwork, surveys, etc.
* Update assessment materials as advised by EAS coordinator.
* Be responsible for the translation of funding rules and eligibility criteria, and ensure the requirements are reflected in data collection and other relevant materials.
* Stay aloft of the range of funding streams for ESOL provision and eligibility criteria.
* Deliver training to staff and partners on funding eligibility rules and be the first point of call for questions related to these.
* Produce and provide data and statistics as advised by the EAS manager, for the lodging of funding applications, the commissioning of additional ESOL provision and similar activities
* To be the point of reference for data returns by organisations commissioned to run ESOL provision for the service
* Produce half termly data on waiting lists and learner profiles, including locations and needs.
* Carry out and report on termly learner satisfaction studies using a range of methods to increase participation rates
* Be responsible for the production of statistics for the service’s annual report
* Other MIS duties as related to adult learning including data entry and analysis.
* Supervise volunteers and other staff allocated to specific MIS/ Research work
* Carry out administrative tasks relevant to the role

**People Management Responsibilities:**

N/A

**Relationships;**

* Liaise closely with EAS manager, coordinator and advisors
* The post holder will be required to liaise with various teams and services across local authority to ensure access to relevant data and with external agencies, including funding bodies and executive agencies, on a regular basis.

**Work Environment:**

* Mainly office-based, but will need to attend external training and events where needed.

**Technical Knowledge and Experience:**

**Essential**

* Expert knowledge and experience of Microsoft Excel
* Expert knowledge and experience of Adobe Access Database
* Experience of accessing and utilising Census Data
* Relevant data analysis and management training and experience
* Reporting and report writing experience, including presentation of statistics
* The post-holder will be asked to present a portfolio of evidence at interview

**Desirable:**

* Relevant bachelor’s degree
* Experience of having worked with migrant communities
* Experience of working in an Adult Learning Service as MIS

This post is exempt from the Rehabilitation of Offenders Act and will require an Enhanced DBS.