**Job Title:** ESOL advice service/ Hub Service Manager

**Role Purpose:**

Working within the newly established ESOL Advice Service/ Hub. The purpose of this role will be to manage and develop the ESOL Advice Service/Hub to increase access to ESOL provision, streamline referrals and facilitate evidence-based planning by ESOL providers.

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

* Manage the ESOL Advice Service/Hub and meet agreed outcomes
* Manage staff and the Service ensuring compliance with current legal requirements and responsibilities such as Health and Safety, the Equalities Act, Safeguarding Children approaches and Equal Opportunities policy, GDPR, including the management of risk and resources
* Be responsible for recruitment and HR processes for the service
* Build strong relationships with both formal and informal ESOL providers and community groups, promoting the Service internally and externally
* Facilitate collaboration between providers ACL managers to achieve outcomes which benefit both existing and potential ESOL learners
* Chair regular meetings and workshops with ESOL providers and relevant stakeholders for the advancement of shared goals
* Lead on the evaluation of the service in partnership with stakeholders
* Identify and implement ways of continuously improving the effectiveness of all activities
* Represent the Service at community events / meetings
* Identify potential venues/ organisations for ESOL with a view to recruiting new community providers to the mainstream ACL offer
* Monitoring ESOL Advice Service budget and liaise with partners to ensure effective delivery
* Develop MOUs and data sharing agreements to enable collaborative working between ESOL providers and other parties
* Develop inter-borough partnerships in order to share good practice, organise joint CPD and to provide benchmarking data
* Be responsible for the continuing development and delivery of the ESOL Advice Service, including the Service self-assessment and quarterly improvement plan
* Engage appropriate experts as necessary
* Map existing borough provision and contribute to the strategic planning of borough-wide ESOL provision using data
* Share, via ESOL provider networks, workshops and other means, statistics 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 Stakeholders including referral organisations and providers 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.
* 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 Project Funders
* Efficient management of ESOL Service resources to obtain best value
* Lead on fund raising for the service, identifying opportunities and lodging funding applications, including assembling bids for future funding and expansion of the project
* Develop suitable commissioning process for direct funding of ESOL provision
* Carry out quality assurance duties, including training, observations of sessions and preparation of reports

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

**People Management Responsibilities:**

ESOL Advice Service Co-ordinator

ESOL Advice Service Marketing Officer

ESOL Advice Service Data Officer

ESOL Advice Service Advisor

**Relationships;**

Work closely with the ESOL Network/ providers, referral organisations, council departments and councillors, MHCLG, funding bodies, local and national organisations

**Work Environment:**

The post holder will be based in an office environment at <INSERT> 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:**

**Essential:**

Experience of working with migrant communities, including people with English Language (ESOL) needs

Experience of managing projects and delivering set outcomes within deadlines

Excellent spoken and written communication skills

Experience of partnership development

Experience of chairing meetings and forums with local stakeholders

Experience of managing multiple tasks and projects to given deadlines

Experience of writing comprehensive and accurate reports

Experience of reporting and presenting to a range of audiences

Experience of using statistics to inform strategic decisions

Ability to analyse data and use for monitoring purposes

Experience of leading a team

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

Experience of working with a range of stakeholders including linguistic minority community organisations and a range of statutory and voluntary sector services

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

Familiar with safeguarding procedures including the Prevent duty and GDPR

Experience of financial management and budget planning

Strong understanding of ESOL, adult learning programmes, Skills Funding Agency Rules, funding streams for ESOL, and Ofsted Common Inspection Framework

Experience of quality assurance management, including the observation of teaching and learning

An understanding of the English language needs of migrants, refugees, and barriers to accessing classes.

Knowledge of Matrix accreditation

Previous experience of funding bids an advantage

Experience of monitoring budgets and raising POs

**Desirable**:

Cambridge CELTA or Trinity Certificate in TESOL **and**

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)

Cambridge DELTA or Trinity Diploma in TESOL

Advice and guidance qualifications and experience

MS Access Database training or experience

Experience of initially assessed ESOL learners from E1 (NRW) to L2

Experience of teaching ESOL in the UK

Knowledge of existing ESOL provision in the locality is an advantage

Observation of teaching and learning certification

Coaching and mentoring certification

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