

## Job Description

Job title	Programme Coordinator – ESOL
Directorate	PLACE : Regeneration, Culture and Environment
Division	Medway Adult Education
Range	MPR 4
Reports to	Programme Manager – ESOL

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### Main purpose of the job:

Medway Adult Education is committed to making a difference to Medway residents' lives by providing a safe and vibrant environment in which learners can develop new skills and thrive.

As a Programme Coordinator, you will support Medway Adult Education in the delivery of inspirational teaching learning and assessment and support colleagues within the team to implement impactful courses that meet the needs of learners and associated stakeholders and follow local and national priorities. This support will include mentoring and coaching tutors, assessors and learning support assistants to enhance and share good practice.

You will support the Curriculum Manager in providing strategic leadership and management to the subject area and have a keen interest in learner centred learning to create an excellent learner experience, as you contribute to our culture of high aspirations and achievements.

In this role, you will use a good understanding of quality assurance and commitment to customer care, with the ability to deliver quality improvement and work in collaboration with colleagues across the service and the Council to support the development and maintenance of an outstanding learning environment.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

To plan, deliver, assess, evaluate, and manage classroom activities to maximise learners' achievement and success and to achieve outstanding quality in teaching, learning, and learning support.

Contribute to the provision of information, advice and guidance and conduct initial assessments on a regular basis.

To teach an agreed programme of study of up to 25 hours per annum that utilises a variety of approaches that maximises learner achievement and success.

Attend and contribute to team and Service meetings, sharing good practice activities as appropriate.

Help develop initiatives and new courses for the department.

Deliver training and act as a mentor to sessional staff as required.

To support the Programme Manager with the ongoing programme planning process, liaising with tutors and management of projects.

Motivate and support staff to create a high-quality learning environment that strives for continuous improvement plan e.g. arranging peer observations, mentoring, and observing teaching and learning sessions to share and develop outstanding practice.

Provide expert guidance on the performance and development needs of everyone you mentor.

Support the Programme Manager to ensure the Internal Quality Assurance and Recognising and Recording of Progress and Achievement (RARPA) processes are implemented across the department.

Monitor the quality of course resources, arranging repairs and replacements as necessary. Support the departments marketing as directed by the Programme Manager.

This role may require some evening and weekend working.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Programme Manager – ESOL

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

Minimum Level 4 teaching qualification completed

Educated to at least Level 3 within chosen discipline (Level 5 subject specific qualification for ESOL roles)

Working towards Level 2 qualification in information, advice, and guidance

Evidence of commitment to continuous professional development (CPD)

#### Level B (in addition)

Completed Level 2 qualification in information, advice, and guidance

Completed training in coaching/mentoring

Working towards Level 3 assessor or internal verification qualification

#### Level C (in addition)

Working towards Level 3 management apprenticeship

Level 3 assessor or internal verifier qualification

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### Knowledge

#### Level A

Knowledge and experience of effective contemporary educational pedagogy and its application in adult community education settings.

Firm understanding of what constitutes outstanding teaching learning and assessment and demonstrate such skills.

Relevant subject knowledge and evidence of maintaining professional competency.

Knowledge of recognising and rewarding progress and achievement (RARPA) for learners including good practice and the application of RARPA within adult education.

Demonstrable knowledge of safeguarding and the Prevent Duty, and a commitment to creating a safe learning environment.

Knowledge of the barriers to learning and a commitment to the reduction of barriers to widen participation.

A good understanding of equality, diversity and inclusion matters and Medway Council's Equality, Diversity & Inclusion policy.

A good understanding of GDPR legislation and best practice in relation to information sharing.

#### Level B (in addition)

An understanding of and commitment to quality improvement, the Education Inspection Framework and how this relates to good or better provision.

Knowledge of course specific data, how this can be presented in reports and used to effect improvements.

Knowledge of Department for Education requirements including discretionary learner support and additional learner support funding.

Knowledge of effective financial and management practices.

Understanding of the responsibilities of those mentored and how they can be best supported.

#### Level C (in addition)

Knowledge of MAE's governance and management structure and systems, and demonstrable commitment towards strategic effectiveness.

Knowledge, engagement with and contribution towards current pedagogical research.

Extensive understanding of the Education Inspection Framework and how it relates to outstanding educational environments.

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## Experience

### Level A

Substantial experience of inspirational teaching in the relevant subject area at all levels, in a range of settings that has a positive impact on learners.

Experience of course development using internal and external information to inform curriculum intent and experience of assessing the impact of education programmes.

Demonstrable experience of building strong and positive working relationships with colleagues, learners, and employers.

Demonstrable experience of planning ahead and having the ability to respond positively to change in Service requirements, local area needs, Council, and education sector priorities.

Experience of working independently, follow procedures, and making well-reasoned decisions.

### Level B (in addition)

Experience of delivering programmes across a range of disciplines and implementing the funding and qualification requirements of stakeholders, including improvements where appropriate.

Demonstrable experience of collaborating and networking with internal and external stakeholders to support the development of high achieving teams.

Experience of applying knowledge across a wide range of activities and producing reports, presentations, detailed assessments, and calculations.

Experience of being solution focussed and innovative in the delivery of a high-quality learning environment.

Demonstrable experience of analysing challenges associated with Ofsted inspections and regulatory audits and the implementation of steps to resolve them.

Experience of project planning and delivery.

### Level C (in addition)

Experience of continually seeking and implementing improvements and of helping others to cope with change.

Experience of planning, developing, delivery and evaluating projects to good effect and applying reflective practice to inform future activities, engagement and decisions.

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## Skills

### Level A

Able to teach creatively, adapting to the needs of a variety of students, and be willing to explore new teaching and learning strategies.

Demonstrable ability to embed essential skills for work and life into teaching and learning including the development of learners' English, maths, digital skills and employability, awareness equality and diversity, British values, and safeguarding.

Able to provide ad-hoc teaching cover for courses delivered within the department.

Motivate and support mentees and learners to create a high-quality learning environment.

Ability to provide initial advice and guidance on courses on offer to learners/prospective learners, and signpost to external organisations where appropriate.

Ability to demonstrate an energetic, flexible but calm approach to work, with the ability to work in a busy and demanding environment whilst managing deadlines and maintaining an appropriate work-life balance.

Confident and proficient in the use of Microsoft Word, Excel, Teams and Outlook, virtual learning environments, blended and e-learning, and management information systems associated with adult education.

Can use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.

Consistently demonstrate emotional maturity and resilience in undertaking responsibilities.

Full UK driving licence and access to transportation required but reasonable adjustments will be considered for those with a disability.

#### Level B (in addition)

Demonstrable ability to develop tutors' awareness of information, advice, and guidance (IAG), tutors' role within the delivery of IAG through the learners' journey and contribute towards Matrix Accreditation for the service.

Be a positive role model to colleagues in the management of a dynamic workload whilst maintaining an appropriate work-life balance.

Can conduct tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.

Can supervise, co-ordinate or train other employees where required and/or can provide information and advice on internal procedures related to employees.

A strong commitment to sharing current pedagogical techniques and their application to reduce barriers, improve accessibility and maintain high achievement rates.

#### Level C (in addition)

Can analyse and interpret complex information and situations. Develops solutions and plans for the medium term. Adopts an imaginative and innovative approach.

Provide guidance on the performance and development needs of mentees and demonstrable ability to improve the quality of teaching practices.