

ESOL Team Manager

The King's Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions, and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community.

Our Mission

To tackle homelessness, displacement, and social isolation by:

- Providing opportunities for people to thrive and have a home.
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus.
- Advocating for Justice.

Our Values

Hope – We believe there is hope for everyone, always.

Community – We all thrive when we are connected in community.

God is Good – We depend on God and His goodness for everything we do.

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do.

JOB DESCRIPTION

Hours:	40 hours per week
Pay:	£28,000 – £30,000 per annum
Benefits:	Pension Scheme, Life Insurance, Employee Discount App
Line Manager:	Refugee & Migrant Services Manager
Holiday:	25 days per annum + bank holidays
Probation:	6 months

SUMMARY OF POST

This post serves to oversee and manage the delivery of high quality ESOL teaching in formal and informal settings, including planning, delivery, assessment and review, crèche provision, delivery of children's holiday clubs, curriculum development and signposting to further education, training and employment.

King's Arms Project respects individuals of all faiths and none. This post carries a genuine occupational requirement (GOR) that the post-holder be a practising Christian.

Key internal relations: ESOL Tutors, Crèche Team, ESOL Coordinator, Refugee and Migrant Services Manager, Casework Team Leader, Case Workers, Volunteers.

Key external relations: Bedford Borough Council, Central Bedfordshire Council, EELGA, transport and taxi services

You will also be expected to hold a minimum TEFL / TESOL qualification or be willing to work towards it. You will have, or will develop, working knowledge of supporting and coaching adult learners through learning programmes.

Subject to caring responsibilities, this role carries a requirement to be part of the on-call rota team covering evenings and weekends. You may be required to work occasional evenings and weekends.

This role may require working occasional evenings and weekends.

MAIN DUTIES & RESPONSIBILITIES

Contract management.

- To contract-manage the provision of ESOL services to funders and partner organisations including Bedford Borough Council, Central Bedfordshire Council, the East of England Government Association.
- To ensure that the ESOL Team maintain appropriate course file information and learner records.
- To monitor and report on learner progression according to KPIs agreed with funders.
- To assess developing trends in funding and work with funders and partner organisations to develop new courses and learning programmes.

- To work with the ESOL team and Refugee & Migrant Services Manager to review and develop ESOL Priorities and Objectives.

Team oversight

- To oversee and manage the ESOL Tutors in the teaching of groups of adults and children using a variety of relevant methods and approaches.
- To oversee and manage the Crèche Team, to resource our provision of ESOL.
- To oversee and manage the ESOL Coordinator, to resource our provision of ESOL.
- To oversee, co-ordinate and manage volunteers for English classes, creche, holiday club and language club activities.
- To hold regular supervision meetings with ESOL Tutors, Creche Room Leader and ESOL Coordinator.

Learner Admissions

- To oversee the coordination of English placement tests conducted with resettled adults and their families in their home or in the classroom.

Curriculum development

- To work with the ESOL Tutors in the design and delivery of learning programmes to enable learners to achieve personal learning goals and progression routes into education, training, and employment.
- To monitor, evaluate and review training programmes with the ESOL Tutors according to current funder requirements and KPIs
- To work with partner organisations and bodies to develop new learning programmes to help clients to engage and integrate within the community.

Operational management

- To oversee the coordination of the transport of learners to classes and training.
- To manage the procurement and rental of training premises for courses in line with the requirements of funding contracts.
- To manage the ESOL teaching premises including any commercial bookings.

- To ensure that all relevant policies and procedures are in place and adhered to for the safety and wellbeing of all.
- To lead the recruitment process for ESOL staff and volunteer roles as and when needed.
- To keep up to date with developments in the curriculum, including integration training and employability skills.
- To conduct teacher observations, provide feedback and identify areas for continued professional development.
- To provide teaching cover when required.
- To support ESOL teaching staff to effectively manage challenging student behaviour as and when it arises.
- Organise and participate in personal and professional development and training.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures, and code of conduct.
- Promoting the well-being of clients in line with the vision and values of KAP.
- Proactively assisting KAP Leadership Team in developing and making viable suggestions for the improvement of the service and role.
- Informing senior management of service IT requirements.
- Sharing good practice with colleagues in support of the continuous improvement of the service.
- Taking responsibility for personal development.
- Attending and being involved in team meetings, training, prayer / worship times and social activities, as well as all personal development meetings, including supervisions and mentor sessions.
- Respecting and supporting the whole KAP team and volunteers.
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project.

PERSONAL QUALITIES

The ESOL Team Manager role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable :
The issues facing refugees, asylum seekers and vulnerable migrants.	✓	
Design and delivery of learning programmes particularly those related to learning English.	✓	
Contract management.	✓	
Effective line management of staff and contractors.	✓	
Experience and passion for working with people from other cultures, being culturally sensitive.	✓	
Working with people who have been displaced or experienced trauma.		✓
Experience of teaching English as a second language.		✓
Managing departmental budgets		✓
Bid writing and/or securing funding.		✓
Qualifications:		
TEFL/TESOL/CELTA qualified or equivalent.	✓	
Skills:		
Ability to work to a high standard with an attention to detail.	✓	
Ability to maintain professional boundaries and confidentiality and build relationships with people from a variety of backgrounds based on a desire to serve others.	✓	
Self-motivated, able to work alone as well as in a team.	✓	
Excellent IT, verbal and written communication skills with clients, colleagues and professional agencies.	✓	
Good time management skills, including the ability to prioritise and plan work to meet deadlines.	✓	
Be able to demonstrate initiative and creativity in finding solutions-orientated thinking to complex issues.	✓	
General:		
A genuine desire to support refugees, asylum seekers and vulnerable migrants.	✓	

Hold a clean driving licence with insurance for business use.	✓	
Ability to work flexible hours including evenings, weekends and on-call if required.	✓	
Subject to caring responsibilities be willing to be part of the on-call rota team covering evenings and weekends.	✓	
Maintain and observe conditions of health and safety.	✓	
Willingness to develop within the job and undergo relevant training.	✓	
Respect and sympathy for people struggling with chaotic lifestyles and/or life-controlling addictions.	✓	
Be committed to Equality and Diversity, willing to learn and take on responsibility.	✓	
Be positive, patient and adaptable under pressure.	✓	
Be a committed Christian who is passionate about Jesus.	✓	

This post would require a DBS check and the taking up of two references.

PERSONAL DEVELOPMENT

As part of King's Arms Project, it is our desire to invest in you personally with prayer and opportunity. We do so through supervisions, and on-going training.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

Training

Regular on-going training is provided within work hours in the following contexts: Project-wide team training, house team meetings, suggested reading and opportunities for regular professional training.