



DIGITAL ESOL DEVELOPMENT COORDINATOR – 21hours per week

JOB TITLE: Digital ESOL development Coordinator

SALARY: £26, 272 with an employer contributory pension 6% (pro-rata)

REPORTS TO: Strategic Manager – ESOL for Work Project

SUPERVISION: Strategic Manager – ESOL for Work Project

LOCATION: This post is home-based initially. This will be reviewed in line with government guidelines and once restrictions are lifted will be based in our offices on St Georges Road. This will include some lone-working in the community

PURPOSE OF THE POST:

To develop Glasgow ESOL Forum's capacity to support ESOL learners with digital literacy and participation across all projects in the organisation.

OVERARCHING RESPONSIBILITY:

Coordinating and developing digital support for learners across the organisation, ensuring learners are supported to access online provision by developing user-friendly resources, sourcing suitable equipment and providing ongoing support. Where appropriate, this post will support volunteers and key staff to deliver this. To contribute to the development of digital strategy for the organisation.

KEY RELATIONSHIPS: managers, Board of Directors, all project staff, administrator/s, volunteers, learners, potential learners, external partners, supporters and funders

KEY RESPONSIBILITIES

SERVICE STANDARDS AND QUALITY

Digital ESOL development coordination

- To support existing and potential ESOL learners, facing digital exclusion to access online classes
- To work with the staff team to identify learners that need digital support
- To research, set up and develop user-friendly online learning platform and resources
- To work with the staff team to create resources suitable for ESOL learners, of all levels, to support the development of digital skills
- To identify and pursue sources of funding and resources that supports digital inclusion and digital literacy
- To coordinate the distribution of equipment and resources to isolated learners
- To create procedures to develop this project, in accordance with health and safety policies and Scottish Government COVID guidelines
- To lead on the development of Glasgow ESOL Forum's digital strategy
- To ensure learners, staff and other stakeholders are involved in the design of the project in order to address learners' needs

- To plan, monitor and evaluate progress of this project
- To ensure that service provision meets the required standard and quality, and comply with professional standards and national requirements
- To maintain administrative systems and ensure that all records, including monitoring and tracking are up to date and comply with General Data Protection Regulation
- To ensure that all services adhere to the organisation's policy and practice on Inclusion, Equalities, Equal Opportunities and Anti-Discrimination
- To keep updated on developments and research findings in the field
- Participate in team meetings

Staff and volunteers

- To line manage and provide formal and informal support to staff and volunteers
 - To recruit and support volunteers in accordance with operational policies and procedures
 - To offer short training and support sessions to staff and volunteers on accessing and using resources
 - To support, encourage and assist all staff and volunteers in achieving the objectives of the organisation.
- To ensure that grievance and disciplinary matters are implemented in accordance with Glasgow ESOL Forum's policies and procedures

Workplace

- To ensure that premises, equipment and resources are kept in a good state of repair and fit for purpose
- To adhere to Glasgow ESOL Forum's policies and procedures including the Homeworking Policy and Health and Safety Policy

Partnerships/networking

- To develop and maintain effective working relationships and partnerships with external agencies, including ESOL providers and play an active role in local networks
- To represent Glasgow ESOL Forum, as and when, appropriate

FINANCE AND MARKETING

- To contribute to the marketing of Glasgow ESOL Forum's digital offer, via website, social media and quarterly newsletter
- To process volunteer and learner expenses

REPORTING

- To report to the Board of Directors on the progress of this project
- To report quarterly to the strategic manager on progression of learners
- To ensure all reports to funding bodies are completed timeously

OTHER

- To review and reflect on working practice and identify any CPD requirements of staff team (including own working practice)
- The post will require occasional evening and weekend duties

PERSON SPECIFICATION

| | Candidates should be able to demonstrate their skills, knowledge and experience in the following: | Requirement |
|----|---|--------------------|
| 1 | Educated to degree level or equivalent, with relevant professional qualification in ESOL | Essential |
| 2 | Experience of working with ESOL learners and teaching online | Essential |
| 3 | Experience of project delivery to benefit vulnerable people | Essential |
| 4 | Experienced in setting up and using online teaching platforms (that might include Microsoft Teams or Google Classroom) Confident user of Microsoft 365, Google Drive, Zoom and applications that support learning and communication | Essential |
| 5 | Hardware set up and maintenance skills on a variety of devices including Chromebooks, iPad, PCs, tablets, mobile phones, built-in data devices & external data device add-ons. | Essential |
| 6 | Understanding of digital inclusion issues and the additional disadvantages faced by people who speak other languages. | Desirable |
| 7 | Experience of developing user-friendly resources, using a variety of media | Essential |
| 8 | Experience of delivery training sessions for professionals | Desirable |
| 9 | Experience in making successful applications for funding and/or resources | Desirable |
| 10 | Developing digital strategy to support teaching and small organisations | Desirable |
| 11 | Experience of line management of volunteers and staff to deliver a project | Desirable |
| 12 | Experience of monitoring, evaluating and reporting on services, and their impact on individuals | Essential |
| 13 | Sound working knowledge of GDPR and online safety principles | Essential |
| 14 | Ability to work on own initiative, independently and as a team member | Essential |
| 15 | Proven negotiation, interpersonal, presentation and communication skills, with a patient and supportive manner | Essential |
| 16 | Commitment to Inclusion, Equalities, Equal Opportunities and Anti-Discriminatory practice | Essential |