

# Job Description

<b>Job Title:</b>	Digital Skills Officer
<b>Job Purpose:</b>	Responsible for digital skill development within our ESOL and Employability workshops
<b>Time Commitment:</b>	26.25 Hours per week (0.75 FTE)
<b>Salary Scale:</b>	£23,755 to £26,227 (depending on experience) per annum plus 6% pension contribution  Contract offers will be made subject to the receipt of two satisfactory references and an enhanced DBS check.
<b>Contract:</b>	<b>Fixed term till Sept 2027</b>
<b>Location:</b>	Based in Newcastle but serving clients across Tyne and Wear, County Durham and Northumberland

## Organisational context

Action Foundation is an award-winning charity that provides opportunities for migrants to overcome exclusion, isolation and poverty. We provide supported accommodation and integration services for refugees, asylum seekers and other migrants across Tyne and Wear.

The charity currently delivers its services throughout Tyne and Wear and from premises in Newcastle and Sunderland. Having been established for over 15 years, the charity has grown to support over 1,900 people a year with over 100 volunteers, 27 staff and a turnover of approximately £1.5m.

## Job Purpose

This is an exciting opportunity for someone who wants to be part of our expanding Language and Learning service. This position will suit an ESOL instructor with experience of delivering digital skill sessions to ESOL learners. The role will involve working with Action Foundation clients in Newcastle and Sunderland to help them access online learning and acquire essential digital skills to manage modern day life independently. As well as preparing for and delivering sessions, the post holder will be responsible for assessing need, developing action plans and recording progress. They will work to a variety of performance targets based on the progression outcomes of participants such as successful completion of courses; improved confidence using digital equipment; and signposting to local opportunities for education, training, volunteering, paid employment and social activities.

The Language and Learning team operates alongside a much larger number of volunteers who provide instruction or support the delivery of our sessions in Newcastle, Sunderland and online. The job role can be varied and requires a flexible, motivated, committed and highly organised person to work alongside Action Foundation staff, volunteers and all stakeholders.

## Duties & Responsibilities:

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

### **Teaching and instructor development**

- Plan & deliver workshop sessions which include essential digital skills and support language learning, employability skills and integration in the UK.
- Support volunteer teachers to plan & deliver ESOL and employability sessions which introduce useful websites and encourage the regular use of learning apps.
- Develop and maintain digital skills teaching materials and support the development of the digital curriculum for our ESOL and employability programmes.
- Carry out need assessments, record learners progress and journeys to future achievements and opportunities.
- Facilitate high quality and engaging sessions which positively develop self-confidence and build digital skills using laptops, tablets and mobile phones.
- Ensure that safeguarding procedures are followed, and professional boundaries are always maintained.

### **Monitoring and Evaluation**

- Developing and maintaining participant records, complying with systems and reports in place to monitor data and outcomes.
- Ensuring that various metrics on output and outcomes are being met, working with the Programme Manager to discuss areas for improvement and share outcomes.
- Contributing to the evaluation of the Language and Learning service through monitoring, reviewing and evaluation of course provision and student learning. This will include contribution to meetings, working groups and activities as required, including the provision of reports and project information.

### **General:**

- Treat all information about learners and volunteers as confidential.
- Treat learners and volunteers equally and be sensitive to cultural and religious differences.
- To liaise between teachers, volunteers, learners and staff.
- Attend training sessions organised by Action Foundation as and when appropriate.
- Be able to represent the organisational ethos to supporters and stakeholders as required through day to day work.
- Maintain learner records and feedback for project reporting.

### **Personal Specification/Key Competencies**

Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community.

#### **Experience & Qualifications**

DELTA/Dip. TESOL/PGCE in ESOL, or equivalent qualifications	Desirable
CELTA with 3+ years' teaching experience or similar training in digital skills	Essential
Experience of teaching a range of ESOL levels and classes	Essential
Experience of supporting ESOL learners with digital skills	Essential
Knowledge of a variety of English online learning platforms and eagerness to learn new	Essential
Experience of working with vulnerable people in a similar capacity	Desirable
An awareness of issues facing people seeking asylum/migrating to the UK	Desirable
Experience of co-ordinating volunteers and/or teachers	Desirable
Working in the third/voluntary sector	Desirable
Using a CRM or similar data recording system	Desirable

## **Knowledge, Skills and Abilities**

Teaching and presentation skills	Essential
Problem solving and use of initiative	Essential
Collaboration with others, both as an internal team and with external partners and stakeholders	Essential
Administration and data management (Microsoft Office 365)	Essential
Good organisational and planning skills	Essential
Good oral/written communication and cultural awareness	Essential
Ability to speak another language	Desirable
Excellent Interpersonal skills	Essential
An understanding of the need for confidentiality	Essential
An understanding of the need to maintain safe working boundaries	Essential
Interpersonal, teamwork, negotiating and organisational skills	Essential
Ability to plan and deliver against targets	Essential
Ability to prioritise, multi-task and work well under pressure	Essential
Good written and verbal communication skills to all stakeholders	Essential
IT skills, including working with Microsoft Office 365	Essential
Ability to speak another language	Desirable

## **Personal qualities**

Absolute integrity with a commitment to transparency and openness	Essential
Supportive of the ethos and values of the organisation.	Essential
A desire to support people seeking asylum, refugees, and other migrants.	Essential
Open to further training, if required	