

Job Description

Job Title:	Language and Learning Project Manager
Job Purpose:	To manage the Language and Learning service, leading three coordinated streams of work which seek to improve digital skills, provide employability workshops and advice, and enhance English proficiency through ESOL classes.
Reporting to:	Head of Client Services
Time Commitment:	35 hours per week (Full Time)
Location:	Based at Newcastle offices. Occasional regional or national travel for training or networking when necessary.
Contract:	Permanent, subject to funding
Salary:	£31,483- £36,581 plus 6% pension contribution
Annual Leave:	28 days + English Bank Holidays

Organisational Context:

Action Foundation is an award-winning charity that supports and empowers asylum seekers, refugees and migrants in the North East to overcome immediate barriers, integrate with the community, and build skills for the future. The Language and Learning service provides enhanced support towards integration, by removing barriers and preventing exclusion. It does this through employability advice, digital skills courses and non-accredited ESOL classes.

The Language and Learning service functions together with three other services: Accommodation, which provides supported accommodation for destitute migrants (housing) and newly recognised refugees (Lettings); Interaction, which provides individual casework and connections to services or community groups for beneficiaries; Young Lives, which provides practical, emotional, and social support to asylum-seeking and refugee children and young people through structured activities and educational sessions.

Duties and Responsibilities:

- Oversee the effective delivery of weekly digital skills workshops, employability advice and ESOL sessions to a high and professional standard, ensuring:
 - Activities are appropriately safeguarded, and risk assessed.
 - Specific contracts are delivered according to agreed timeframes and targets.
- Line management of the staff team, currently three Project Officers with Digital, ESOL and Employability specialisms.
- Oversee the management of the volunteers in the project, including:
 - Recruit and organise volunteer teachers and teaching assistants following Action Foundation's safer recruitment processes.
 - Oversee the coordination of volunteer teachers and assistants to ensure they are able to deliver and support classes in person and online.
 - Provide training and guidance to volunteers to ensure the quality of delivery.

- Build partnerships and networks, alongside the Head of Client Services, to further opportunities for clients of the Language and Learning service.
- As part of the Leadership Team, support the operational direction of the organisation through input in meetings and contributing to cross-organisational policy and processes.
- Manage the budget for the project and ensure that it is delivered in line with the terms and conditions of any funding grants and in accordance with Action Foundation’s financial monitoring procedures.
- Manage the collection and reporting of accurate and appropriate monitoring data for the project, ensuring confidentiality and data protection principles are embedded throughout this process.
- Work with the Business Development team to further develop the project and lead on submitting reports as required.
- Work collaboratively with colleagues in Action Foundation to ensure effective delivery of services.
- Representing the charity and reporting to stakeholders as appropriate.
- Working to maintain and uphold the charity’s culture and values.

The above is not an exhaustive list of duties but a key summary of the main responsibilities of this post.

Personal Specification/Key Competencies

Experience & Qualifications

Managing and developing a project or service supporting vulnerable people	(Essential)
Developing networks and partnerships	(Essential)
Experience of co-ordinating a service that utilises skilled volunteers, including recruitment and management of volunteers	(Essential)
Developing written policies and procedures	(Desirable)
Managing safeguarding for a project or service	(Desirable)
Experience of working with migrants, addressing language and cultural barriers, and using interpreters.	(Essential)
Degree level qualifications for ESOL or equivalent qualifications to support Employability or Digital Education	(Desirable)
Experience of teaching, leading workshops or delivering training with adult learners of all levels.	(Desirable)

Skills, Knowledge & Abilities

Management skills, including ability to lead and motivate others	(Essential)
Ability to work on own initiative, to solve problems, organise work and meet deadlines	(Essential)
Ability to build productive working relationships with colleagues at all levels	(Essential)
Excellent written and verbal communication skills, including making presentations to a variety of audiences	(Essential)
Ability to develop strong, positive relationships with partners and good negotiation skills	(Essential)
A detailed knowledge of the asylum system and issues facing refugees and migrants	(Desirable)
Good IT skills and proficiency with Office 365	(Essential)
Salesforce CRM or similar experience	(Desirable)

Other

Supportive of the ethos and values of the organisation	(Essential)
A desire to support people seeking asylum, refugees, and other migrants	(Essential)
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A full driving licence and access to own transport	(Desirable)
Willingness to undertake relevant training as required	(Essential)

Note

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes
- This post would require the taking up of two references and a DBS check
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community