



## **Programmes and Operations Manager**

### **Learn English at Home**

**Role: Programmes and Operations Manager**

**Part time/Permanent: 15 hours per week (across 3 days)**

**Salary: £33,000 p.a. pro rata**

**Accountable to: Director**

Learn English at Home (LEAH) has been working for 35 years with ethnic minority adults, including refugees, asylum seekers, and migrants, to help them overcome their isolation through the teaching of English. We support clients throughout Kingston and Richmond, and we have recently started delivering services in Hounslow. Through language support and signposting to local statutory and voluntary services, we empower people to become active in their communities. We aim to provide a stepping stone to employment, volunteering, other educational opportunities, and other forms of community involvement. Teaching is delivered by our enthusiastic volunteers, to whom we provide full training and support.

When referred to us by our network of partners in the NHS and voluntary sector, our clients often find it difficult to speak to their GP or their child's teacher. They are generally unable to attend formal English classes because of their caring responsibilities, health, poor levels of confidence, or illiteracy in their first language.

Through our volunteers, we provide the following services to adults in Kingston, Richmond and Hounslow at no cost to the student:

- One to one English as a Second or Other Language (ESOL) tuition in the client's home.
- A range of small-group classes in community settings each focused on a specific learning need of the group (e.g. literacy, communication with the school). These groups all have crèche facilities.
- Trips and social activities in the surrounding areas, e.g. heritage tours of Kingston, trips to Kew Gardens.
- Information about local statutory and voluntary services is embedded into all our teaching.

Our services offer clients a means to overcome isolation and improve their chances in life through improved English language skills, increased confidence and self-belief, and greater knowledge of local services and community life.

The post requires someone who is exceptionally well organised and efficient, is used to dealing with a diverse workload, has strong numeracy and literacy skills and excellent communications skills. The ideal candidate will have a minimum of three years' experience in a small charity with experience of planning and managing programmes, managing budgets and working alongside volunteers.

# Job description

## Overall Objectives

- To manage and support LEAH's internal operations to ensure the organisation is well run
- To programme manage the delivery of LEAH's services
- To ensure LEAH staff have the information and structures in place to perform well in their roles
- To line manage the LEAH Coordinators
- To contribute to fundraising proposals to develop LEAH's services in line with LEAH's strategy
- To represent LEAH to external audiences
- To input into the strategic planning of the organisation

## Operational management

- Accountable for the compliance with policies (including Safeguarding, Health and Safety, Equal Opportunities and Data Security) so all staff and volunteers operate in a way that protects clients and staff at all times
- Responsible for keeping abreast of the latest government policy and guidelines, ensuring that service delivery is fully compliant
- To ensure charity systems are efficient and fit for purpose
- To oversee the improvement of our services, agreeing and implementing changes to our processes

## Programme management

- To programme manage our 1:1 and community work and ensure it is delivered on time and budget and to a high standard
- Accountable for the effective management of staff and volunteers. This includes oversight of
  - Recruitment
  - Induction
  - Training
  - Appraisal systems
  - Individual staff issues
- To line manage the LEAH Coordinators
- To ensure adequate resourcing and skills for new projects
- To work with the Director and other staff to meet internal and external reporting requirements

## Income generation

- To devise new project ideas to develop and extend LEAH's service delivery, and to contribute to the production of bids, contracts and other documentation

## Representation to external audiences

- To develop relationships with key stakeholders including grant funders, corporate organisations, contractors, key personnel within local authorities and other influencers
- To represent LEAH at external networks, groups and meeting where appropriate

## Strategy

- To work with the Director and other staff to develop the overall strategy of the organisation, through the annual strategic plan and its application and development across the year

## Other

- To support other LEAH staff and work effectively as a team to take forward LEAH's vision
- To deputise for the Director on specific occasions, as arranged in negotiation with the Director
- To lead on LEAH events, such as the Annual Review Meeting and client and volunteer social events
- To undertake training in management skills and other courses as agreed in negotiation with the Director
- Other work which may be required from time to time.

## Person specification

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven track record of managing multiple projects under a programme of funded activity</li> <li>• Proven track record of generating income from statutory sources and grant-making trusts</li> <li>• Experience of representing an organisation to external partners</li> <li>• Experience of managing a team, preferably obtained in the charity and/or education sectors</li> <li>• Experience of managing staff, consultants and volunteers</li> <li>• Experience of managing budgets</li> <li>• Experience of maximising resources</li> <li>• Experience of partnership working</li> <li>• Exceptional verbal and written communication skills with the ability to present information to a wide audience at all levels</li> <li>• Systems management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with families.</li> <li>• Direct experience of the learning sector.</li> <li>• Experience of working with, women, black and ethnic minorities, particularly migrants, refugees and asylum seekers who are non-English speakers</li> <li>• Experience of troubleshooting, decision making and resolving problems creatively.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• ESOL qualification</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Understanding of the challenges facing ethnic minority adults with low levels of English in Kingston, Richmond and Hounslow</li> <li>• Ability to develop new project ideas</li> <li>• Strong written skills and ability to contribute to the development of written bids, contracts and other fundraising documentation</li> <li>• Strong communication and networking skills</li> <li>• Ability to work independently and with initiative</li> <li>• Good interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of voluntary sector issues in the Boroughs of Kingston, Richmond, and Hounslow.</li> <li>• Familiarity with the National Curriculum for ESOL</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Self-motivation and flexibility</li> <li>• Inspiring management style with emphasis on working as a team</li> <li>• A commitment to equality and diversity</li> <li>• Positive role model</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work creatively and with imagination in managing a complex workload</li> </ul>

## How to apply

Please send your CV and a covering letter of no more than two sides of A4 outlining how you meet the requirements of the role. The application should be sent by email to [director@leah.org.uk](mailto:director@leah.org.uk).

If you require this pack in a different format (such as large print), please get in touch to discuss your needs. If you would like to discuss the role before making an application, please contact, Jenny Irish, via the LEAH office (020 8255 6144), or by email.

The closing date is **12 midday, Wednesday 5<sup>th</sup> June 2019**. Shortlisted candidates will be interviewed at LEAH's office in Kingston on Monday 10<sup>th</sup> June 2019.