



Operations Manager

Learn English at Home

Part time/Permanent: 28 hours per week (across 4 or 5 days)

Contract: 1 Year Fixed Term (Extension Funding Dependent)

Accountable to: Director

Salary: £33,000 pro rata

Learn English at Home (LEAH) has been working for 38 years with minority ethnic adults, including refugees, asylum seekers, and migrants, to help them overcome their isolation through the teaching of English. We work across Kingston, Richmond and Hounslow and through language support and signposting to local statutory and voluntary services, we empower people to become active in their communities and support social integration. 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, local authorities and voluntary sector, our clients often find it difficult to speak to their GP or their child's teacher and access vital services. LEAH clients are generally unable to attend formal English classes because of their caring responsibilities, poor physical and/or mental health, low confidence or illiteracy in their first language.

Through our volunteers, we provide the following services to adults at no cost to the client:

- 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.
- In Work ESOL programme for workers with limited English.
- 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.

During the pandemic all LEAH services have been delivered remotely by phone or online video and our digital offer will become an integral part of LEAH's 'blended' offer of support for clients for the future to address digital exclusion amongst LEAH's client group.

Our services offer clients a means to overcome isolation and improve integration 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, funding contract management and working alongside volunteers.

Job description

Programme Management

- Manage the implementation and delivery of LEAH services and ensure projects are delivered on time, within budget and to a high standard
- Responsible for the compliance with policies (including Safeguarding, Health and Safety, Equal and Diversity and Data Security)
- Ensure charity systems are efficient and fit for purpose
- Develop approaches specific to the Covid recovery phase for supporting clients
- Work with the LEAH team to develop robust data collection and reporting on service impact
- Lead on funding contract compliance, evaluation and submit funding monitoring reports in line with funder deadlines
- Develop relationships with key stakeholders including grant funders, corporate organisations, contractors, key personnel within local authorities and other influencers
- Represent LEAH at external networks, groups and meeting where appropriate
- Contribute to fundraising proposals to develop LEAH's services in line with LEAH's strategy

Volunteer Development

- Develop and deliver a charity-wide volunteering plan
- Oversee LEAH's volunteer induction, training and engagement programme
- Oversee the programme of promotional activity that maximises LEAH's profile, reputation and relationships in relation to volunteering and ensures a consistent pipeline of high quality volunteers
- Keep up to date with changes in legislation, policy and practice in volunteering
- Produce and review policies, procedures and guidelines for volunteers and oversee effective use
- Devise and oversee evaluation of impact of volunteers in the charity, adopting a 'continuous improvement' approach
- Take responsibility for safeguarding, security and risk management relating to volunteers
- Oversee LEAH's volunteer database to manage and monitor volunteer recruitment, deployment and support and support colleagues to use this effectively
- Champion equality and diversity as a cornerstone of good practice in volunteering

Line Management

- Lead and manage the LEAH Coordinators and Programmes Assistant
- Ensure LEAH staff have the information and structures in place to perform well in their roles
- Develop the team, including training and skills and wider service development
- Manage the annual appraisal cycle

Strategic Scope

- Contribute to the direction of LEAH through input into the strategic plan, delivery against key objectives and budget setting

Other

- Support other LEAH staff and work effectively as a team to take forward LEAH's vision
- Deputise for the Director as required
- Regularly report on plans, activity, impact and insight to the senior team and the wider organisation
- Attend staff meetings, supervision, training and development
- Other work which may be required as part of the role

Person specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven track record of managing multiple projects under a programme of funded activity with at least 3 years' experience in a charity setting • Experience of working to agreed delivery targets, monitoring outcomes, project evaluation and report writing • Highly capable of managing multiple priorities and stakeholders • Experience of representing an organisation to external partners • Experience of managing a team, preferably obtained in the charity and/or education sectors • Experience of supporting and/or coaching others to develop good practice, processes and resources that support quality and effectiveness of delivery • Skilled in conducting evaluation to understand impact, using outcomes to recommend developments and improvements • Experience of carrying out needs assessments with users of services • Excellent organisational and record keeping skills, with experience of using data management tools to monitor and manage information • Exceptional verbal and written communication skills with the ability to present information to a wide audience at all levels • Systems management experience 	<ul style="list-style-type: none"> • Experience of working with families • Experience of the learning sector • Generating income from statutory sources and grant-making trusts • Experience of working with women, BAME communities particularly migrants, refugees and asylum seekers who are non-English speakers • Experience of working in a small charity
Qualifications		<ul style="list-style-type: none"> • ESOL qualification • Educated to degree level or equivalent • Sector specific qualifications
Skills and abilities	<ul style="list-style-type: none"> • Understanding of the challenges facing ethnic minority adults with low levels of English • Ability to develop new project ideas • Good knowledge and understanding of safe working practices for volunteers, including personal safety and safeguarding • Strong communication and networking skills • Ability to work independently and with initiative • Good interpersonal skills • A demonstrable commitment to equality and diversity and understanding of good practice in this area 	<ul style="list-style-type: none"> • Knowledge of voluntary sector issues in the Boroughs of Kingston, Richmond, and Hounslow. • Familiarity with the National Curriculum for ESOL
Attributes	<ul style="list-style-type: none"> • Highly motivated and flexible, reliable, and good team player with the ability to work independently • Inspiring management style with emphasis on working as a team • A commitment to equality and diversity • Positive role model 	<ul style="list-style-type: none"> • Ability to work creatively and with imagination in managing a complex workload

Location

Location

Normally our office is in Kingston. But like many organisations we are currently operating remotely. It is difficult to predict what the situation will be by any start date but we may still be operating fully or partially remotely when this role starts. We will only return to the office when it is appropriate to do so and we are committed to respecting the fact that what constitutes an appropriate point to return may vary from person to person.

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 admin@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, Tuesday 1st September 2020**. Shortlisted candidates will be interviewed remotely on **Monday 7th September 2020**.