



Learn English at Home

Role: Programmes Assistant

Hours: 28 hours a week, fixed term for 1 year, (extension funding dependent)

Salary: £23,000 pro rata

Accountable to: Programmes and Operations Manager

Learn English at Home (LEAH) has been working for 36 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 steppingstone 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.

We are seeking a new Programmes Assistant to join our committed team and help us achieve our goals of improving support for our clients and volunteers and building strong relationships with referrers and other partners in the borough of Hounslow. The Programmes Assistant will support the Programmes and Operations Manager, Coordinators and volunteers to deliver our services, including home-based ESOL support and classes in small group settings.

We are looking for someone with experience of and commitment to working in a multi-cultural environment with a vulnerable client group. They will also have experience of volunteer support, and be competent in data entry and administration. The person we are looking for will be able to work flexibly and on their own initiative, but also have strong communication and team-working skills.

Job Description

Overall Objectives

To support the delivery of LEAH's services and contribute towards the overall running and sustainability of the charity.

Community Class Support

- Attend the community classes, to ensure volunteers, crèche workers and clients are fully supported
- Ensure resources and teaching materials are prepared and distributed to class tutors as needed
- Support publicity and recruitment for community classes
- Ensure the organisational database is up to date with all client information
- Ensure paperwork and assessments are prepared in advance and standardised across the organisation
- Telephone LEAH clients to arrange and confirm appointments and class times

Volunteer Systems Support

- Generate publicity material, building a strong pipeline in each borough for the recruitment of volunteers
- Administer volunteer DBS checks at the appropriate level
- Input volunteer information onto the organisational database and ensure it is up to date
- Administer the volunteer management system to ensure volunteers have up to date policies, procedures and materials
- Update volunteer training material ensuring this is prepared in time for training courses
- Administer the resources for tutors
- Respond to prospective volunteer enquiries and arrange for interviews when required
- Support the volunteer group with administrative duties needed to plan volunteer events
- Provide programme administrative support as required

Organisational Support

- Promote the organisation via social media platforms
- Answer the phone and greet visitors to the office as required

General duties

- Contribute to LEAH's communications including the website and newsletters
- Be committed to LEAH policies and procedures, such as the safeguarding policy, equal opportunities policy, confidentiality policy, GDPR policy and health and safety regulations
- Other duties as required

Person Specification

Experience	Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in the community/voluntary sector • Working in a multi-cultural environment • Working with external organisations and partnerships • Working with vulnerable adults • Working with refugees, asylum seekers and women • Maintaining quantitative and qualitative records • Using database and Microsoft office systems • Supporting volunteers • Advertising and recruiting volunteers 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Skills and Abilities		
<ul style="list-style-type: none"> • Good communication skills both written and oral • High level of accuracy • Ability to write work reports • Ability to work as part of a team • Ability to work on own initiative • Competent in the use of ICT, especially word documents and email • Competent in the use of database for monitoring outcomes • Ability to prioritise workload • Ability to maintain confidentiality • Working flexibly 	<ul style="list-style-type: none"> ✓ 	
Qualification		
Knowledge and Understanding		
<ul style="list-style-type: none"> • Boroughs of Hounslow, Richmond and Kingston • National Curriculum for ESOL • Needs of isolated minority communities • Health and safety legislation • Monitoring and evaluation systems and procedures • Partnership working • Commitment to working in an equality and diversity framework 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓

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 operations@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, Alison Wakefield, via the LEAH office (020 8255 6144), or by email. The closing date is **12 midday, Wednesday 5th February 2020**. Shortlisted candidates will be interviewed at LEAH's office in Kingston on **Tuesday 11th February 2020**.