

GREATER LONDON AUTHORITY

Job Description

Job title: Senior Project Officer – ESOL Coordination

Grade: 8

Directorate: Communities and Intelligence

Unit: Communities and Social Policy

Job Purpose

- To provide programme support and coordination of English language delivery across London; leading on the provision of English language to refugees resettled in the region under the Vulnerable Persons Resettlement Scheme (VPRS) and Vulnerable Children Resettlement Scheme (VCRS).
- To build on scoping and mapping work to support local authorities and community sponsorship groups to appropriately commission language services, develop best practice and co-ordinate the use of volunteers.
- To develop a London-wide approach to voluntary ESOL provision that unlocks potential within the capital and achieves social integration outcomes for both learners and volunteers, using ESOL Plus pilots to support this.

Principal Accountabilities

1. Support access to ESOL provision across London by acting as a principal point of contact on ESOL for resettled refugees for the ESOL sector and London borough resettlement leads.
2. Deliver programme support on ESOL provision in London to increase the region's effectiveness in providing access to language support for all Londoners, to include individuals resettled under the Vulnerable Persons Resettlement Scheme and Vulnerable Children Resettlement Scheme.
3. Develop new approaches to strategic planning, commissioning and coordination of ESOL provision for resettled refugees, at city-wide, sub-regional and borough levels, including by advising GLA colleagues implementing the devolution of London's Adult Education Budget.
4. Develop approaches to provision available to learners requiring further or alternative support, and address the practical barriers to accessing ESOL learning, such as issues around pre-entry support, childcare and digital inclusion.
5. Harness the complementary role of informal learning and non-formal ESOL provision through support of English language volunteers, developing and delivering a project to maximise opportunities for social integration for volunteers and learners, including intergenerational work, in close collaboration with the GLA Team London team.

6. Lead the work of the GLA's ESOL Plus programmes, including liaison with employers and the ESOL sector, and learning from pilots.
7. Further develop the ESOL scoping and mapping work of the GLA, building on the good work of some of London's existing ESOL Advice Services, and ensuring that best practice is disseminated across the region.
8. Develop successful networks within the organisation and with external partners to ensure successful delivery across all projects, to include ESOL providers, local authorities, civil society groups and volunteers.
9. Contribute to London's evidence base by working to measure, evaluate and share findings on ESOL provision.
10. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
11. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.

Key relationships

Accountable to: Senior Policy Officer – Migration and Refugees

Accountable for: Resources allocated to the post.

Principal contacts: London boroughs, businesses, community organisations and charities, Central Government, Mayor's Office.

PERSON SPECIFICATION

Technical requirements/qualifications/experience

- Experience managing high profile projects and events to time, cost and quality.
- Experience of stakeholder engagement with the statutory sectors and operating in a politically-sensitive environment.
- Evidence of using planning skills to manage multi-agency project delivery effectively, including evidence of creating and maintaining networks.
- Ability to assimilate and analyse data and produce key recommendations to a high standard, both written and orally, including supporting organisations to make informed strategic decisions in allocating resources.
- Experience establishing/implementing new models of working including developing new processes and structures, and identifying opportunities for improvement

- Experience of delivering ESOL and coordinating ESOL provision
- Strong understanding of the formal and informal ESOL context of London, including the Adult Education Budget and the legal context of migrant access to education, including asylum seekers and refugees.

Behavioural competencies

Building & Managing Relationships

...is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 Indicators of Effective Performance

- Identifies opportunities for joint working to minimise duplication and deliver shared goals
- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected

Communicating & Influencing

...is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 2 Indicators of Effective Performance

- Presents a credible and positive image both internally and externally
- Challenges the views of others in an open and constructive way
- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively

Planning & Organising

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 Indicators of Effective Performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Problem Solving

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 Indicators of Effective Performance

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

Organisational Awareness

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 Indicators of Effective Performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitivities impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

Responding to Pressure and Change

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 Indicators of Effective Performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work