

JOB TITLE:	ESOL Covid Project Officer		
GRADE:	G7	SERVICE AREA:	Communities Equality and Cohesion
JOB CODE:			
REPORTS TO:	Walsall For All Covid Project Manager	LOCATION:	Walsall Borough
SPECIAL CONDITIONS:			

1. Main purpose of the job role:

- To engage with non-English speaking residents regarding covid messaging.
- To ensure that non-English speaking residents have factual information regarding the vaccine to ensure take up is maximised.
- To ensure that covid safety messages are delivered in a format that works for non-English speaking residents and groups that are marginalised.
- To project manage the Covid BAME delivery project across the Walsall For All team and stakeholders.

2. Role specific duties and accountabilities:

- Ensure data is shared securely, using the appropriate software and all necessary processes have been followed to ensure compliance with data-protection and privacy laws, including GDPR
- Be the first point of call for complaints and compliments from learners and providers regarding covid messaging.
- Develop relationships and work in partnership with ESOL providers in the borough to improve options for learners and disseminate Covid related messages
- Map ESOL speakers in Walsall and ensure the relevant language messages are disseminated in a timely and effective manner
- Arrange bespoke advice sessions by appointment in collaboration with organisations working with minority linguistic communities, including community organisations, statutory services and employers
- Develop and refine processes for effective partnership working
- Ensure timely communication of relevant updates to referral partners and providers
- Work in partnership with referral organisations to set up and ensure high levels of attendance at bespoke and regular advice sessions
- To ensure volunteers are trained and fit for purpose to deliver information in mother tongue languages.
- Be responsible for logistical preparations for meetings, including room bookings, invitations, refreshments, etc.

- Prepare reports and materials for the Covid stakeholder meetings and outside organisations
- Establish and maintain recording systems for a range of purposes
- Contribute to the production of bi weekly reports, including statistics and progress
- Take minutes at meetings
- Data entry and validation activities
- Report on inefficiencies or problems in a timely and effective manner
- Work closely with ESOL learners and potential learners, referral organisations, statutory services, Council staff and ESOL providers to understand Covid and vaccine positions.
- Monitor and manage external funding projects using financial management tools
- Working across a team of project mangers ensuring that all of the outputs and outcome deliverables are delivered to standard and schedule.
- To ensure delivery agencies supply appropriate evidence to contractual arrangements.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE; ESOL Project Officer	GRADE G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Excellent written communication skills	S/I	3
Project management skills and understanding	S/I	3
Ability of preparing and presenting reports	S/I	3
Ability of providing statistical information	S/I	2
Ability to provide monitoring information including financial data.	S/I	3
Ability to work on own initiative and as part of a team	I	3
Ability to use MS Office Word, Excel and Outlook	S/I	3
Strong understanding of ESOL provision	S/I	3
An understanding of the English language needs of new to Walsall residents and barriers to accessing classes.	S/I	3
Knowledge of assessment / accreditation frameworks.	S/I	2
Familiarity with the Common Inspection Framework	S/I	2
Familiarity with issues and policies relating to equal opportunity, social inclusion and access and widening participation.	S/I	2
Ability to work with external partners building strong accountability and cooperation	I	3
Ability to promote an ESOL service (utilising various media platforms) and engage with various minority groups	S/I	2

Ability to communicate effectively with team members, other departments, relevant partners and stakeholders	S/I	2
Prepared to work flexibly including evenings and weekends to meet the needs of the Service.	S/I	2
Ability to establish good working relationships with external partners, internal stakeholders and with residents in accessible formats and in multi lingual settings	S/I	2
Ability to communicate effectively with all users including senior management, students and service users.	S/I	2
Ability to manage budgets and monitor progress and expenditure	S/I	3
Ability to supervise, lead, motivate, develop and organise staff	S/I	3
Demonstrate excellent planning and organisational skills	S/I	2
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	S/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of monitoring outputs, outcomes and expenditure	S/I	3
Experience of project management managing or supervising staff	S/I	3
Experience of budget control and financial management	S/I	3
Experience of managing or supervising staff	S/I	2
Experience of working with learners from disadvantaged communities and those with complex social needs	S/I	3
Experience of working with migrant communities, including people with English Language (ESOL) needs	S/I	3
Experience of partnership development	S/I	3
Experience of managing multiple tasks to set deadlines / priorities	S/I	3
Experience of working with a range of stakeholders including linguistic minority community organisations and a range of statutory and voluntary sector services	S/I	3
Evidence of continuous professional development (where applicable)		
Experience of delivering covid related interventions across a range of stakeholders	S/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Degree Qualified / Advanced Project Management Qualification	S	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	S/I	3
Awareness of, and commitment to, confidentiality and handling data	S/I	3
Prepared by: Nigel Rowe	Date:18/03/21	