



ESOL Administrative Officer

King's Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions, and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement, and social isolation by

- Providing opportunities for people to thrive and have a home
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus
- Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community – We all thrive when we are connected in community

God is Good – We depend on God and His goodness for everything we do

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do

SUMMARY OF POST



This post is to provide administrative support to facilitate the day to day running of ESOL services.

Role reports to: ESOL Team Manager
Key internal relations: ESOL Team, R&MS Casework Team, Operations Team
Key external relations: Clients, Transportation and Venue contacts, suppliers

MAIN DUTIES & RESPONSIBILITIES

Administration

- Produce registers for all ESOL services
- Produce class/creche profiles
- Provide administrative support for the enrolment of clients in ESOL services
- Maintain the ESOL team calendar
- Provide administrative support to the ESOL Team Manager & Early Years Childcare Lead.

Operations

- Administrate transportation bookings and cancellations.
- Administrate venue booking confirmations and cancellations for ESOL services
- Procurement of resources for ESOL services.

Communications

- Communicate with clients and caseworkers regarding initial assessment appointments and class schedules.
- Supply confirmation of student status at student/caseworker request

ADDITIONAL DUTIES & RESPONSIBILITIES



- Maintain working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures and Code of Conduct.
- Respect and support the whole KAP staff team, contractors and volunteers.
- Take responsibility for your own workload and your own personal development.
- Actively participate in supervision sessions (1-2-1s, team meetings and annual appraisals).
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project as agreed by the ESOL Team Leader or Head of Operations.

PERSONAL QUALITIES

The ESOL Administrative Officer role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
Excellent knowledge of IT packages, particularly excel.	✓	
Excellent English verbal and written communication skills.	✓	
The issues facing refugees, asylum seekers and vulnerable migrants.		✓
Administration in an Education setting.		✓
Spoken and/or written: Arabic, Dari, Pashto, Farsi.		✓



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Experience of working with people from other cultures, strong intercultural communication skills.		✓
Working with learners who have experienced trauma.		✓
Experience of working with interpreters and those speaking English as a second language.		✓
Skills:		
Ability to maintain professional boundaries and confidentiality	✓	
Excellent attention to detail	✓	
Self-motivated, able to work alone as well as in a team.	✓	
Good time management skills, including the ability to prioritise and plan work to meet deadlines	✓	
Flexible, teachable, consistent, reliable	✓	
Willingness to develop with the job and undergo relevant training & learn new systems	✓	
General:		
Commitment to continuing professional development and to undertake training relevant to the role and organisation as required	✓	
Maintain and observe health and safety policies and procedures.	✓	
Commitment to safeguarding vulnerable groups	✓	
Ability to maintain a healthy work / life balance	✓	



Be committed to Equality and Diversity, willing to learn and take on responsibility	✓	
Be positive, patient and adaptable under pressure	✓	

PERSONAL DEVELOPMENT

As part of King's Arms Project, it is our desire to invest in you personally. We do so through supervisions, and on-going training.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks to give opportunity to talk through successes, challenges, development / training needs, and other work-related issues as they arise.

Training

Regular on-going training is provided within work hours in the following contexts: Project-wide team training, team meetings, suggested reading and opportunities for regular professional training.