



Job title: ESOL Ambassador

Size: Voluntary post to start as soon as possible and commit for a minimum of nine months

Hours of work Minimum of three hours per week (term time only)

Directly responsible to: Project Manager

1. Overall Purpose of the role

This role involves supporting the Community Learning Team activities as agreed with the Project Manager:

1. Facilitate the delivery of Conversation Clubs in various locations across the borough
2. Plan and deliver suitable lessons to help learners develop their spoken English and gain local knowledge about their area
3. Improving engagement with the community
4. Supporting tutors and learners in the classroom
5. Administrative tasks (contacting learners, data entry, course promotion)

2. Criteria

1. Able to offer a minimum of 3 hours a week
2. Clear verbal/written communication skills at Level 2 or above
3. Good digital skills
4. A confident, friendly approach and a willingness to learn
5. An understanding of issues affecting adult ESOL learners
6. An understanding of the importance of guidelines and procedures relating to key areas such as safeguarding and information sharing
7. Undertake a (DBS) check on successful application

3. We expect our volunteers to:

1. Commit to volunteering regularly each week (Term time only) and to be consistent and punctual
2. Be respectful to all service users and team members.



3. Attend and complete relevant training
4. Participate in supervision sessions with your supervisor
5. Follow Redbridge Institute policies and procedures as directed by staff

4. What volunteers can expect from us:

1. Regular support through mentoring and supervision
2. Induction and access to online and face to face training
3. To learn and practice new skills within a team work setting
4. To feel part of a team and the wider Institute

5. Tasks and Duties

1. Support the work of the Community Learning Team as agreed
2. To support curriculum administrators by contacting learners and referrals to aid:
 - Enrolment
 - Induction
 - Accessibility
 - Tracking of destination

6. Agreed Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning (Times)						
Afternoon (Times)						
Evening (Times)						