

<b>POSITION DESCRIPTION: COORDINATOR</b>	
<b>REPORTS TO:</b>	Centre Manager
<b>LOCATION:</b>	Regional Centre
<b>DIRECT REPORTS:</b>	Nil
<b>KEY INTERNAL RELATIONSHIPS</b>	Centre manager, centre staff and teachers, operations managers, programmes team and national office team.
<b>KEY EXTERNAL RELATIONSHIPS</b>	Students & volunteers, community leaders, community groups, ESOL providers, Adult & Community Education (ACE) providers, settlement support agencies, ethnic groups and organisations, venue managers, funders, local and central government departments and agencies, other stakeholders working in related areas, schools.
<b>POSITION PURPOSE</b>	<p>The coordinator supports the ongoing operation of the centre. This includes a balance of coordinating, training, administrative and networking tasks. They assist the manager in the day-to-day operation of the centre, including planning and reporting. While they work within ELPNZ's purpose, vision and guiding principles the coordinator is fairly autonomous on a day-to-day basis.</p> <p>The coordinator forms sound working relationships with staff, volunteers, learners, and national office staff as well as forming good networks and relationships with other stakeholders in organisations and agencies relevant to the nature of the centre.</p> <p>The coordinator facilitates the training of new tutors using the manual "Partners in Learning", retains and supports current tutors and learners and ensures the provision of quality learner-based teaching.</p>
<b>LAST REVIEW</b>	May 2021

<b>OUR ORGANISATION</b>	
<b>OUR VISION</b>	Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.
<b>OUR PURPOSE</b>	To deliver English language programmes and enable effective settlement.
<b>OUR VALUES</b>	<p><b>Diversity:</b> we are welcoming</p> <p><b>Partnership:</b> we work together for success</p> <p><b>Respect:</b> we care, we listen and respond</p> <p><b>Excellence:</b> we value our work and aim high</p>
<b>ABOUT US</b>	English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with migrants and former refugees and operates in 23 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are registered with NZQA and our activities are primarily funded by the Tertiary Education Commission. The national office is in Wellington.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p><b>1. Service Delivery</b></p> <p><i>Ensures that all programmes are coordinated effectively within programme requirements and monitored frequently to remain responsive to changing learner and community needs.</i></p> <p><i>Supports teachers to deliver quality programmes and ensures that communication with teachers is ongoing, positive and timely.</i></p>	<ul style="list-style-type: none"> <li>• Recruit, interview and assess learners and identify appropriate services.</li> <li>• Coordinate English classes, including venue, teachers and learners, as directed by the CM.</li> <li>• Coordinate English for Migrants programme, as required.</li> <li>• Coordinate One-to-One Home Tutor programme, as required.</li> <li>• Oversee the assessment of learners according to programme requirements.</li> <li>• Ensure that programmes are run to standards set by National Office.</li> <li>• Refer learners to other providers when appropriate.</li> <li>• Communicate regularly with teachers/home tutors/ EFM teachers under your supervision and solve any issues as they arise.</li> <li>• Complete learner evaluations in the different programmes, discuss with manager and act upon feedback, as directed by the CM.</li> <li>• Liaise with National Office, other ELP centres, ESOL providers, local community groups, other ethnic and migrant groups and their support groups.</li> <li>• Conduct teacher observations as required.</li> </ul>
<p><b>2. Training and Resourcing – Volunteers</b></p> <p><i>Delivers high quality recruitment, training and ongoing support to volunteers.</i></p>	<ul style="list-style-type: none"> <li>• Maintain a trained, supported and resourced volunteer base.</li> <li>• Recruit, interview and train volunteers for home tutoring.</li> <li>• Assess tutors for their Certificate in ESOL Home Tutoring.</li> <li>• Support tutors with resources and ongoing training/ workshops/information.</li> <li>• Maintain resources library on a regular basis, as required.</li> <li>• Maintain personal contact with tutors at least quarterly.</li> <li>• Complete volunteer evaluations and reporting requirements (training, workshops, quarterly contacts, surveys), discuss with manager and act upon feedback.</li> </ul>
<p><b>3. Administration and Management</b></p> <p><i>Provides general administration including, but not limited to the following tasks:</i></p>	<ul style="list-style-type: none"> <li>• Ensure administration systems work efficiently and all data under designated area of responsibility is maintained and up-to-date (e.g. resource database, stakeholder spreadsheet etc.).</li> <li>• Maintain effective communication at all levels, via phone calls, meetings, visits, correspondence, email and internet.</li> </ul>
<p><b>4. Networking and Service Promotion</b></p> <p><i>Acts as a key representative for their centre with staff, learners, volunteers, community &amp; ethnic groups, local businesses, and industry stakeholders for ELPNZ activities, and works proactively to</i></p>	<ul style="list-style-type: none"> <li>• Assist to maintain links with local ESOL and adult education providers and attend relevant meetings in the area.</li> <li>• In collaboration with the manager, assist to establish, maintain links with local social service and ethnic communities and groups and attend relevant meetings.</li> <li>• Assist to publicise and promote service locally and speak to local groups.</li> <li>• Maintain a profile at relevant community events.</li> <li>• Assist with arranging informal social meetings for members and wider community.</li> </ul>

<p><i>lift engagement with their community on behalf of ELPNZ.</i></p>	<ul style="list-style-type: none"> <li>• Maintain networks with other centres and National Office.</li> </ul>
<p><b>5. Data and Reporting</b> <i>Reporting is accurate and to deadline.</i></p>	<ul style="list-style-type: none"> <li>• Ensure learner and tutor details and records of service delivery are complete, up-to-date and accurate in the Student Management System.</li> <li>• Ensure learner assessments, outcomes and feedback are recorded according to programme requirements.</li> <li>• Ensure quality of data is monitored via checking reports and corrected in a timely manner.</li> <li>• Meet information and reporting requests from the Reporting &amp; Monitoring Coordinator and Centre Manager regarding the Centre's data.</li> <li>• Collect, collate, and provide information from centres to relevant staff e.g. moderation documents collated and sent to moderators etc.</li> </ul>
<p><b>6. Evaluative Self-Assessment</b> <i>Staff are supported to demonstrate the centre's strengths and plans for improvement.</i></p>	<ul style="list-style-type: none"> <li>• Implement programme processes and systems efficiently.</li> <li>• Participate in ongoing evaluative self-assessment (including Quality Standards), including report information or evidence as per requirements by the manager, and contribute to a culture of innovation and continuous improvement.</li> <li>• Observe ELPNZ Guiding Principles, Code of Conduct, policies and procedures.</li> </ul>
<p><b>7. Professional development</b> <i>Professional standards are maintained through regular professional development.</i></p>	<ul style="list-style-type: none"> <li>• Maintain regular and effective communication with the manager through regular meetings.</li> <li>• Complete initial annual performance agreement and regular performance appraisals with manager.</li> <li>• Ensure planning and implementation of own professional development in consultation with the manager.</li> <li>• Maintain your own professional standards through regular professional development including attendance at ELPNZ trainings, conferences and meetings (where relevant).</li> </ul>
<p><b>8. Health, Safety &amp; Wellbeing</b> <i>Engages and leads by example in all areas of health, safety and wellness of the organisation.</i></p>	<ul style="list-style-type: none"> <li>• Complies with and regularly monitors workplace safety management practices, policies and procedures to support a healthy, safe and well culture.</li> <li>• Health and safety incidents are reported in a timely fashion and hazards are managed appropriately.</li> <li>• Staff are empowered to engage in health, safety and wellbeing conversations and initiatives.</li> </ul>

## PERSON SPECIFICATION

### Knowledge, Technical Skills and Experience:

<p><b>ESSENTIAL</b></p>	<ul style="list-style-type: none"> <li>• Tertiary degree and qualification in a relevant discipline such as TESOL, TEFL, teaching, adult education.</li> <li>• Experience and competence as an ESOL teacher.</li> <li>• Adult teaching experience.</li> <li>• Knowledge of ESOL learning theory and practice.</li> <li>• Proven organisation and administration skills with the ability to work autonomously.</li> <li>• Cultural understanding - welcomes and values diversity, contributes to an inclusive working environment where differences are acknowledged and respected, and issues faced by different population groups are recognised.</li> <li>• Meeting/group facilitation skills.</li> <li>• Time management and ability to prioritise diverse tasks.</li> <li>• Confident IT user and intermediate/advanced user of the Microsoft Office suite, with the ability to troubleshoot issues.</li> <li>• Strong communication skills; demonstrated oral and written skills.</li> </ul>
<p><b>DESIRABLE/PREFERRED</b></p>	<ul style="list-style-type: none"> <li>• Completed Certificate in ESOL Home Tutoring.</li> <li>• Qualifications in Volunteer Management / Community Development.</li> <li>• Volunteer management skills.</li> <li>• Able to speak a language other than English.</li> <li>• Ability to develop networks with ethnic communities, community organisations, support agencies.</li> <li>• Ability to motivate, support and supervise adults.</li> <li>• Knowledge of education and immigration sector as they affect refugees and migrants.</li> <li>• Knowledge of support agencies including voluntary organisations.</li> <li>• Knowledge of the Treaty of Waitangi and how it applies to migrants and refugees.</li> <li>• Experience using social media and online communication for business use.</li> </ul>
<p><b>PERSONAL ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• Organised and attentive to detail.</li> <li>• Self-motivated and able to work to deadlines.</li> <li>• Ability to work under pressure, independently and as part of a team.</li> <li>• Flexible and adaptable, able to work within the ever- changing environment in which the organisation operates.</li> <li>• High standards of professionalism, operates with honesty and integrity.</li> <li>• Dynamic and enthusiastic.</li> </ul>
<p><b>OTHER REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Current clean full driver's licence and able to use own vehicle for regular work-related meetings.</li> <li>• Agreement to a police check.</li> <li>• Able to work irregular hours, occasionally involving several days away from home at a time.</li> </ul>

<b>KEY COMPETENCIES</b>	
<b>ORGANISATIONAL SKILLS</b>	<p>Able to manage multiple tasks and prioritise workload. Follows instructions and complete tasks within required timeframes.</p> <p>Demonstrates financial awareness and understands the significance of financial policies and budgets.</p>
<b>TESOL SKILLS</b>	<p>Demonstrates understanding of TESOL principles and provides academic input, guidance and leadership in managing teachers and volunteers.</p>
<b>WORKING WITH TECHNOLOGY</b>	<p>Competent user of IT, electronic communication tools and internal database systems to achieve maximum efficiency of centre operations and reporting requirements. Embraces new technology and demonstrates a willingness to adopt new systems and processes.</p>
<b>COMMUNICATION SKILLS</b>	<p>Communicates openly and effectively with others, both orally and in writing. Listens to others' points of view and respects diversity. Demonstrates appropriate cross-cultural communication skills, showing sensitivity towards cultural differences.</p>
<b>PROFESSIONALISM</b>	<p>Works consistently to deliver a high standard of work and treats others with respect. Takes ownership and is accountable for outcomes and activities. Ability to be resilient and to adapt and respond positively to change.</p>