

# Make a difference

Adult Learning Manager



Releasing potential in the community

'ClementJames is very professional and consistent and I am so impressed with all the support that we have had. Everything comes together like a puzzle. Even though all the activities we have done at ClementJames are very different, I see that they have the same purpose – it is about focusing on ourselves, to have a voice, to be empowered, to be relaxed.'

***Maryam, ClementJames client***



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The ClementJames Centre**

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## Dear Applicant,

For over 40 years, The ClementJames Centre has been offering local people the skills, knowledge, opportunities and support they need to achieve their potential. We have come a long way since our founding days – from a straight-forward homework club to a well-established community support charity, transforming the lives of close to 3,000 people each year.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards a fairer society where everyone is empowered to release their potential and live fulfilled lives. Working at The ClementJames Centre you will be at the forefront of positive social change, helping local children and adults to grow and succeed.

We are looking for an inspirational and highly motivated leader to join our dynamic staff team as the Adult Learning Manager. The successful individual must have a full UK teaching qualification in the Further Education sector. The adult learning manager will be based at our thriving centre and will have responsibility for working with the management and adult learning tutors, to plan and deliver the adult learning programme. They will join the charity's senior leadership team. Our adult learning programme supports over 300 local adults each year through a range of programmes designed to improve their English, ICT and Maths skills and increase their employability and involvement in the community.

If you believe that everyone should have the opportunity to release their potential and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Hannah Starr  
**Interim Chief Executive**



## 1. The Application at a Glance

Start date:	Monday 11th July 2022 or a mutually agreeable date as soon as possible
Remuneration:	£32,400, rising to £34,500 in September 2022
Contract type:	Permanent. Ideally full time (37.5 hours, Mon-Fri) but please contact us at the application stage if you would like to discuss the possibility of doing this role on a part time basis.
Location:	Based at The ClementJames Centre in North Kensington, 95 Sirdar Road, London W11 4EQ. The majority of time will be spent onsite but with some remote working possible
Annual Leave:	10 weeks annual leave to be taken in the RBKC school holidays (including bank and public holidays).
Reporting to:	Chief Programmes Officer
Benefits:	Staff pension, ongoing training and development opportunities (including two Professional Development Days per year), Employee Assistance Programme, Travelcard loan and Cycle to Work scheme
Equal opportunity:	We are committed to equal employment opportunity and actively encourage people from all backgrounds to apply for the role. People from Black and Minority Ethnic backgrounds are currently under-represented in The ClementJames Centre's workforce and also within the wider charity sector. The ClementJames Centre particularly welcomes applications from individuals from Black and Minority Ethnic backgrounds

## 2. Application Process

Our current recruitment for this job is on a rolling basis so therefore the deadline is not fixed. We advise that you submit an application for this role as soon as possible.

If shortlisted, you will be contacted and invited to a selection day on-site at The ClementJames Centre at a mutually agreeable date. The selection day will involve an interview and other tasks relevant to the role.

To apply for the role of Adult Learning manager, please submit the following to [jobs@clementjames.org](mailto:jobs@clementjames.org).

- **Covering letter (maximum 750 words):** Please state how your previous experience and knowledge, skills and personal attributes, motivation and values demonstrate your suitability for the role of Adult learning manager.
- **Current CV:** This should include your full education and employment history.

Completion of our **Equal Opportunities form** is optional but submission of this helps us to ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. You do not need to answer all the questions and the information provided will not be available to members of the selection panel.

The successful applicant will be subject to an enhanced disclosure through the Disclosure and Barring Service. All candidates will need to have the right to live and work in the UK.

If you have any questions or would like more information about the application process, please contact [reception@clementjames.org](mailto:reception@clementjames.org) or call **020 7221 8810**. We are committed to providing reasonable flexibility throughout the recruitment process and will endeavour to be as accommodating as possible. If you require the application documents in a different format please do not hesitate to contact us.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application, please email [jobs@clementjames.org](mailto:jobs@clementjames.org) to arrange a phone call or a visit to the site.



'The ClementJames Centre helped us to understand the needs of children in the area and the landscape of provision that already existed. They gave their time and expertise to help us design our delivery model and are now our longest standing partner.'

***Louisa Mitchell, Chief Executive, West London Zone***

# 3. Detailed Job Description

## Strategic Overview

- To be a member of the Senior Leadership Team, supporting the Chief Programmes Officer and Chief Executive Officer with the strategic leadership of The ClementJames Centre and its wider work
- To work in close partnership with the Leadership Team and Senior Management Team to ensure that the duties below are carried out
- To ensure that the ethos and values of the charity are maintained through the work of the Adult Learning team
- To work with the Chief Programmes Officer to develop and expand the Adult Learning team as appropriate
- To contribute to the wider work of The ClementJames Centre
- To meet with the Chief Programmes Officer to consider the medium and long-term aims of the programme and how these contribute to the overall vision of The ClementJames Centre
- To prepare and present the annual Self-Assessment Report (SAR)

## Line management, training and development

- To provide regular pastoral support and opportunities for professional development for the team through leading team meetings, one-to-ones, reflection sessions and coaching
- To recruit, line manage and lead the Adult Learning staff team
- To play a full part in delivering induction training to the Adult Learning team
- To lead staff appraisals and probationary period reviews for the Adult Learning team
- To work with the Chief Programmes Officer to identify knowledge and skills-based training needs within the team and, where appropriate, deliver the training
- To take a lead on observations and feedback of the team to ensure a high quality service is being delivered
- To work with the Senior Management Team to ensure staff feel supported in their roles and are performing these to a high standard
- To offer advice and support to the team around Adult Learning safeguarding cases and ensure that these are being recorded and updated on our Salesforce database

## Programme Delivery

- To have an oversight of the recruitment of students to Adult Learning classes
- To support the team with some delivery of classes to ensure connection with, and understanding of, the programmes delivered by the team
- To cover any Adult Learning classes when tutors are absent
- When necessary, to teach classes in order to meet targets
- To ensure the team are motivated and supported to reach their delivery targets
- To oversee the successful, high quality and impactful delivery of our Adult Learning programme including overseeing Ofsted inspections
- To keep up-to-date with national and regional developments in adult learning and cascade the information appropriately

## Stakeholder relations

- To develop successful links with partner organisations (local and regional)
- To plan and monitor the programme of courses in each area of the curriculum including liaison and/or partnership with other organisations, including exam boards
- To support the Chief Programmes Officer and Chief Executive Officer in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), attending meetings and making partnerships as well as regularly reviewing existing partnerships

## Record-keeping, reporting and monitoring

- To take responsibility, working with the Chief Programmes Officer, to ensure that the high quality of the Adult Learning programme is maintained, targets are reached and that the pastoral needs of the students are met
- To have a good understanding of the funding targets of the Adult Learning programme and to ensure that targets are on track and reports are completed, including trustee meeting reports
- Be able to carry out effective planning, monitoring and evaluation of courses
- To ensure database records and monitoring requirements are kept up to date
- To organise, administer and develop all aspects of the adult learning programme and achieve given targets for retention, achievement and pass rates in all curriculum areas, including taking a lead on the administration and verification of student exams
- To oversee the registration of learners, and ensure systems are in place to do initial assessments and then place people into appropriate classes for their level
- To organise appropriate accreditation in each curriculum area and ensure that the requirements of the awarding body are met
- To oversee tutors completing high quality learner documentation, for example lesson plans, scheme of work, ILPs etc

## Policies

- To ensure that The ClementJames Centre's policies and procedures are met
- To ensure compliance with all necessary regulations and legal requirements; and to undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

## 4. Person Specification

### Qualifications and experience

- Currently hold, or be working towards, a full UK teaching qualification in the Further Education sector such as DET (was DTLLS) (ESOL/ ESOL Literacy/ Literacy) or PGCE/Diploma in Teaching English (ESOL/ ESOL Literacy/ Literacy), or another equivalent qualification.
- Experience working with exam boards and awarding bodies
- Experience in understanding and planning a curriculum
- Leadership experience in the education sector or in a relevant field
- Experience of internal verification and observation of teaching



## Personal Attributes & Skills

- An individual with integrity who can actively promote the ethos and values of the charity
- Someone who actively seeks solutions to problems
- A self-motivated individual with a positive attitude and ability to work flexibly and as part of a team who are part-time
- Someone able to provide constructive feedback to help staff members and service users to develop and reach their full potential
- Have the ability to effectively communicate a goal and motivate people to work together to reach this
- Have excellent interpersonal skills and be able to communicate effectively with a range of stakeholders including staff, service users, volunteers and trustees
- Have excellent written English and be able to analyse information to help inform a broader strategy or goal
- Be highly resourceful and able to learn very quickly
- Have excellent listening skills and be able to understand and assess information quickly
- Have excellent time-management and organisational skills, the ability to prioritise in the face of multiple demands and the confidence to hold the team to account
- Be highly computer literate, conversant with Microsoft Word, PowerPoint and Excel
- Be able to demonstrate flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change
- Demonstrate an understanding and awareness of the ClementJames values and a willingness to embrace these
- Be prepared to roll up their sleeves as part of a small team and undertake detailed tasks as well as having an eye for the broader needs of the charity



## 5. The ClementJames approach

**The ClementJames Centre is based at the heart of North Kensington, a diverse and vibrant area, yet one of the most disadvantaged in London.**

Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through education, employment and wellbeing support in a safe and compassionate space:

### **Employment Support**

We help people to gain meaningful and sustainable employment through personalised advice and support, mentoring and work skills activities.

### **Adult Learning**

We support adults to improve their English, Maths and ICT skills through a wide range of Functional Skills courses and intensive literacy & numeracy support.

### **Children and Young People's Education**

We help children and young people to learn, flourish and achieve their potential through academic support, mentoring, literacy & numeracy support and aspirational activities.

### **Wellbeing and Support**

We empower people to overcome barriers and challenges and to engage with their own wellbeing. We provide Information, Advice and Guidance, and wellbeing activities.

# Who We Are

**The ClementJames Centre is an award-winning charity (1)** that empowers members of the local community to realise their potential, live fulfilled lives and contribute to society, through an integrated programme of education, employment and well-being support in a safe and compassionate space. Since 1981, the charity has been a resource centre for marginalised people living in Notting Dale ward in North Kensington, one of the most deprived areas in England, where local residents face the combined challenges of inadequate housing, poor health, isolation and low income compounded in recent years by the impact of the Grenfell Tower Fire.

**Our vision is for everyone in our community to realise their potential and live fulfilled lives.** ClementJames' expertise lies in listening to and understanding the evolving needs of the local community, developing provision in consultation with residents that is tailored to address their specific needs and delivers excellent outcomes with measurable impact. We provide services for the whole family, welcoming every client as an individual and nurturing their potential to achieve and contribute more to their community.

(1) In 2014 ClementJames won the Charity Times Awards' "Charity of the Year: with an income of less than £1m". In 2019, 2020 and 2021 we were shortlisted for the Charity of the Year: with an income of £1 million - £10 million.



**Our values** guide everything we do as an organisation, from the way we recruit our staff, to the way we treat our students and clients and interact with each other. Even though we may not always get it right, we aim to live up to these values every day. We are looking for applicants who share our vision and commit to our shared values.



### **Aspiration**

We behave aspirationally and positively.



### **Talent**

We value and recognise the talent of every person.



### **Compassion**

We practise pastoral long-term care.



### **Teamwork**

We promote teamwork and togetherness.



### **Quality**

We complete everything to the highest possible standard.

### **Our partners**

Collaboration and partnership are an essential part of what we do. We work closely with a variety of local and national organisations, such as other charities, local schools and colleges, and universities. The ClementJames Centre also benefits from strong links with corporates such as Lloyds Bank. We also benefit from the support of over 100 corporate and local volunteers.

### **Our students and clients**

We work with children aged 7+ and support adults of all ages. Each year, we support over 1,700 children and young people and over 1,100 adults. Many of our students and clients take advantage of multiple programmes and form lasting relationships with the centre and its community of staff and volunteers.

*“A local charity with national ambitions”*

## What our service users say about us

'In September I started English classes....My teacher is very, very good - she is just fantastic! She explains things so clearly. She advised us that it's ok to slow down and take your time when you are speaking and listening in English, which really helps! Now that we talk a lot here with all different levels it has really helped my English. I know I can always ask if I don't understand something, or ask someone to repeat something. This has made me more confident to speak.

My English has improved so much since coming to ClementJames. My husband is proud of me and I can speak to the nursery teacher over the phone as I feel confident enough now....If I hadn't come to ClementJames I think I would just be sitting at home by myself with the TV. I wouldn't have made friends and I would have to ask my husband to get groceries for me. My brain felt like it was freezing when we first arrived, but now it's working again and I've made lots of friends on my course and they inspire me! I'm so much more independent now, it's been so good for me to come here.

I thought I couldn't survive here but now I know I can....ClementJames gave me such a warm welcome when I first came here. If they hadn't then maybe I wouldn't have come back, but I'm very glad I did.'

**Nisa, Adult Learning Student**

'I would like to say thank you for these wonderful couple of months...in addition your happiness and energy each Monday make me happy to start my week...thank you...to give this opportunity to learn.'

**Adult Learning Student**

'Bad news, I will not be able to come to class this week. Good news, because I found a job! Thanks to your teachings and tips about interviews, I got an offer from Itsu restaurants to work as a Sushi Maker in one of their stores. They will arrange my working shift according to my class schedule going forward. This was only possible with your support and teachings, so thank you so much teacher.'

**Adult Learning Student**

'She was so complimentary of you and the work you do with her in your classes. She said that you were a brilliant teacher and that she loved coming to your classes each week. She said, specifically, that your classes had been a real lifeline and support for her during lockdown.'

**A message from an Adult Learning student  
passed on by a member of staff**





If you would like to find out more please  
visit our website [www.clementjames.org](http://www.clementjames.org),  
call us on **020 7221 8810**,  
or email [recruitment@clementjames.org](mailto:recruitment@clementjames.org)

The ClementJames Centre  
95 Sirdar Road, London, W11 4EQ

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