

Adult Literacy Educator

Hiring booklet

Deadline for applications:

5pm, Tuesday 18 April 2023



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

Contents

1. About the National Adult Literacy Agency	3
2. About the position we are hiring for	3
2.1 About the position Adult Literacy Educator	3
2.2 Job description	4
2.3 Experience and qualifications	6
2.4 Summary of the pay and conditions	6
3. About our hiring process	7
4. Queries	9

1. About the National Adult Literacy Agency (NALA)

NALA is a charity committed to ensuring that people with unmet literacy, numeracy and digital literacy needs can fully take part in society. According to the last international literacy survey, one in six people in Ireland has an unmet literacy need. One in four people has an unmet numeracy need and one in two people has an unmet digital skills need.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy, tutor training and teaching resources, research and campaigns to support people with these unmet needs.

We are an equal opportunity employer.

See www.nala.ie for more information.

2. About the position we are hiring for

2.1 Adult Literacy Educator

The Adult Literacy Educator will play a pivotal role in supporting NALA's Learn with NALA (LWN) services for adults to improve their literacy, numeracy and digital skills.

Learn with NALA provides learning services to adult learners with unmet literacy, numeracy and digital skills needs through a helpline, an over the phone [Tutoring Service](#) and an [online learning platform](#). Adult learners access these services directly through NALA or through registered centres on NALA's online learning platform.

In this exciting role, you will

- Deliver learner centred tuition with a variety of learners over the phone and online.
- Work closely with NALA's Adult Literacy Educators, Learn with NALA Coordinator, Learn with NALA Support Officers, eLearning Content Creator and eLearning Engagement Officer.
- Provide quality tuition and support to learners participating in NALA's Services.
- Assist in maintaining and supporting the administration of NALA's Salesforce, SharePoint and Learn with NALA (LWN) platforms.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Learn with NALA Coordinator, you will undertake the following:

Deliver NALA's Tutoring Service:

- Prepare for and provide 1:1 and group phone / remote tutoring for learners who choose to access the Tutoring Service. Follow up with learners after their sessions by getting the follow up work/ resources sent by post, email or WhatsApp .
- Provide learning support to learners, including initial assessment & 10-week reviews of learners and offering guidance on the appropriate learning option(s): Education & Training Board, LWN, phone tuition, education guidance etc.
- Develop and share learner resources.

Support learners and centres on Learn with NALA:

- With the team, implement a model of support to registered centres and tutors on Learn with NALA.
- With the team, implement a model of support and engagement to learners on Learn with NALA. This will include support over the phone, by email and through the website as well as developing resources.

- Maintain records on Salesforce and other records of activity as required.

Verify Quality and Qualifications Ireland (QQI) Assessment:

- Assess, verify and provide feedback on work completed by learners on Learn with NALA for QQI certification in accordance with [NALA's Quality Assurance Manual](#).

Maintain records:

- Maintain records on Salesforce and other records of activity as required.
- Facilitate and support the gathering of data for reporting including data for PLSS and QQI.

Carry out all work in line with NALA's

- Quality Assurance Manual
- Learner Charter
- Tutor Guidelines & QQI Verification Guidelines
- NALA Quality Assurance Guidelines
- GDPR Policies & Procedures
- Other relevant policies and procedures

while keeping the learner at the centre of the process and respecting the wishes and confidentiality of the learners at all times.

Participate and assist in:

- NALA training and professional development events
- NALA internal and external evaluations
- QQI programme validation
- QQI monitoring and evaluations
- QQI Quality Assurance reviews

Undertake other duties that may be assigned by the Learn with NALA Coordinator / Innovation Manager / Chief Executive Officer.

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications.

Essential criteria:

- 5 years' or more experience in a similar role
- A Bachelor's degree or equivalent in a relevant field such as Adult Education
- Experience of delivering technology enhanced learning and, or blended delivery
- Excellent organisational, communication and IT skills particularly with Microsoft Office, Salesforce or other CRM systems
- Strong interpersonal skills and attention to detail to effectively deal with clients, stakeholders and staff members with efficiency, patience and empathy
- The capacity to manage a diverse workload, be self-motivated and prioritise responsibilities
- Problem solving and critical thinking skills
- Communication, organisation and time management, team working skills
- Understanding and appreciation of NALA's mission and values

Desirable criteria

- A post-graduate qualification in literacy and, or adult education
- Experience in remote working
- A Bachelor's degree or equivalent online teaching and learning
- Experience of online learning systems such as Brightspace

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Administration Officer scale ranging from **€32,057 - €35,118 to be adjusted for the part-time working arrangement**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Part time, maximum 21 hours a week.

Contract term and probation: The position is initially offered for 1 year on a fixed term basis. The contract will be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Remote working. **Please note:** You will be required to attend NALA at various points during the year including for staff meetings and training.

Annual Leave: 22 days pro rata (adjusted for part-time working arrangement a year subject to NALA's annual leave policy. This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day).

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.

3. About our hiring process

How to apply

Applicants should email a completed [Application Form](#), a cover letter and Curriculum Vitae (CV) to recruitment@nala.ie by **5pm Tuesday 18 April 2023**.

The [Application Form](#) allows applicants to detail their qualifications, skills and experience and how they meet the essential requirements and personal attributes of the post.

Please note: Only applications submitted with the below three separate documents will be considered:

- 1) A cover letter

2) An application form using the official application form provided

3) A CV

If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie.

Selection process

The selection process will include a shortlisting of applicants based on their application form and CV. Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel to select applicants for interview. The panel will review applicants' application forms and CVs against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meets the essential and desirable criteria and their relevant experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the week of 1 May 2023. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend in person for interview at the time agreed with NALA, your application will not be progressed.

Candidate feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify

4. Queries

Elaine Mullen, Office Manager

National Adult Literacy Agency

01 412 7900

NALA does not require the assistance of recruitment agencies to fill our vacancies.