

Learn with NALA Coordinator

Hiring booklet

Deadline for applications:

5pm, Monday 8 April 2024



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency (NALA)

The National Adult Literacy Agency (NALA) is a registered charity committed to ensuring that people with unmet literacy, numeracy and digital skills needs can fully take part in society.

The OECD Adult Skills Survey¹ shows that 18% or about one in six Irish adults are at or below level 1 on a five-level literacy scale. At this level a person may be unable to understand basic written information.

25% or one in four Irish adults score at or below level 1 for numeracy. At this level a person may struggle with doing simple math calculations. 42% of Irish adults score at or below level 1 on using technology to solve problems and accomplish tasks.

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 also provide literacy tuition and online learning courses through our Learn with NALA distance learning and eLearning platform.

We are an equal opportunity employer.

See www.nala.ie and www.learnwithnala.ie for more information.

¹ For this survey the Central Statistics Office (CSO) assessed 6,000 people aged 16 – 65 in Ireland. The survey was done in 2012 and the results were announced in 2013.

2. About Learn with NALA

Since 2000, NALA has responded to identified gaps in adult literacy provision in Ireland by providing educational opportunities and resources to adult literacy learners and practitioners.

NALA's adult literacy provision involves personalised, confidential one-to-one tuition to learners and flexible independent learning opportunities with recognition of prior learning (RPL) and national certification options.

The goals of NALA provision are:

- 1) **Participation:** Increase the level of participation of adult literacy learners in learning opportunities by helping learners to overcome barriers to learning. These barriers include work and caring commitments, travel as well as confidence and stigma around returning to education.
- 2) **Personalised:** Meet adult literacy learners where they are at with learning designed to suit their goals and to increase their confidence. Learn with NALA is aligned with NALA's Guidelines for Good Adult Literacy Work² and The Wealth Model in Adult Literacy³.
- 3) **Pathways:** Provide certified learning opportunities and support learners in their onward learning journey through local adult literacy services and other progression options when they are ready to do so.

Since 2000, NALA has supported 5,050 learners with 42,637⁴ one-to-one personalised over-the-phone tuition sessions and 14,428 learners to achieve 48,327 Quality and Qualifications Ireland (QQI) minor awards in literacy, numeracy and digital literacy at level 2 and 3⁵. NALA is one of the largest providers in Ireland delivering **27% of all QQI certification at level 2 in Ireland since 2008**.

² <https://www.nala.ie/publications/nala-guidelines-for-good-adult-literacy-work/>

³ <https://www.nala.ie/wp-content/uploads/2019/08/The-Wealth-Model-in-Adult-Literacy-transformative-learning-in-action-2018.pdf>

⁴ Report from NALA Salesforce up to 18 October 2023

⁵ <https://www.nala.ie/research/leading-the-way-in-online-learning/>

3. About the position

We are recruiting an experienced and results driven Learn with NALA Coordinator to help us achieve our vision.

Our vision is an Ireland where:

- adult literacy is a human right
- everyone can develop their literacy, numeracy and digital skills
- everyone can take part fully in society

The successful candidate will be a key member of NALA's Practice and Innovation team and will be responsible and accountable for the following:

- Managing, leading and supporting the Learn with NALA Services Team
- Coordinating the delivery of NALA's Tutoring Service
- Coordinating the delivery of support to learners on Learn with NALA
- Coordinating the delivery of support to centres and tutors on Learn with NALA
- Managing NALA's QQI certification process
- Coordinating NALA's learning services administration and reporting
- Maintaining and implementing policies and procedures relevant to the delivery of Learn with NALA's learning services
- Ensuring that the delivery of learning services align with NALA's QQI Quality Assurance Manual, QQI Award descriptors and validated programme document
- Ensuring that NALA's learning services are rooted in and guided by evidence-based research and best practice.

This is an exciting opportunity to:

- make a difference to NALA and society
- join us at unique point in our evolution as we will be launching a new strategic plan in May 2024.

3.1 Responsibilities and reporting relationship

Reporting to the Innovation Manager, the Learn with NALA Coordinator will be responsible for the operations of learning services at NALA. Learn with NALA (LWN) provides learning services to adult learners with unmet literacy, numeracy and digital literacy needs through a Freephone, 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.

The Learn with NALA Coordinator will:

Manage, lead and support the Learn with NALA Services Team (2 Learn with NALA Support Officers and 5 Adult Literacy Educators):

- Manage an operations budget for the Learn with NALA Services Team
- Agree project plans and deliverables.
- Provide leadership, support and mentoring
- Manage the Performance Management Development System (PMDS) process for the team including arranging training and development opportunities
- Provide training and support where required.

Coordinate the delivery of NALA's Tutoring Service:

- Maintain and implement a model of delivery
- Prepare and maintain schedules and calendars of delivery
- Provide support and guidance to the team in the delivery of services
- Coordinate the development and sharing of resources
- Facilitate a culture of knowledge sharing and learning amongst the team
- Provide support, guidance, referral advice and information to learners
- Perform reviews, reports and evaluations

Collaborate with colleagues to coordinate the delivery of support to learners on Learn with NALA:

- Maintain and implement a model of learners support to include a helpline, interventions, outreach, resources, getting started packs, support, guidance and advice

- Coordinate the delivery of learner support sessions
- Prepare and maintain standard operating procedures
- Provide training and support to the LWN Support Officers and Adult Literacy Educators
- Prepare, update and maintain resources shared with learners
- Work with the LWN development team to create and implement pilot learner intervention and outreach programmes
- Perform reviews, reports and evaluations.

Collaborate with colleagues to coordinate the delivery of support to centres and tutors on Learn with NALA:

- Maintain and implement a model of centre support
- Coordinate the set-up, support, communications and training requirements for centres and tutors
- Provide advice and guidance to centres

Manage NALA's QQI certification process:

- Support learners, centres and tutors in preparation for QQI certification rounds
- Coordinate the internal assessment process
- Support Adult Literacy Educators in performing internal assessment
- Coordinate the internal verification, external authentication and results approval processes in line with NALA's Quality Assurance Manual
- Complete and submit reports to NALA and QQI.

Coordinate administration and reporting for NALA's learning services:

- Data gathering, reporting and maintenance for SOLAS reporting requirements including:
 - Programme and Learner Support System (PLSS)
 - Further Education and Training Courses Hub ([Fetchcourses](#))
- Quality and Qualifications Ireland (QQI) data gathering and reporting.

Maintain and implement policies and procedures relevant to the delivery of Learn with NALA's learning services including:

- Learner Charter

- Certification guides (External Authentication, Internal Verification, Internal Assessment)
- Tutoring Service Adult Literacy Educator guidelines
- Learner Support Officer guidelines

Ensure that the delivery of learning services align with NALA's QQI Quality Assurance Manual, QQI Award descriptors and validated programme documents.

Ensure that NALA's learning services are rooted in and guided by evidence-based research and best practice including:

- [NALA Guidelines for Good Adult Literacy Work](#)
- [Initial and Ongoing Assessment of Adult Literacy and Numeracy at NFQ levels 1-3](#)
- [Enabling Intergenerational Learning](#)
- [Good Practice in Integrated and Standalone Numeracy Provision at Levels 1-3](#)
- [Implementation of Guidelines on the Inclusion of Learners with Intellectual Disabilities in Adult Literacy Services](#)
- [The Wealth Model in Adult Literacy: transformative learning in action](#)

Participate and assist in:

- NALA internal and external evaluations
- QQI programme validation
- QQI monitoring and evaluations
- QQI Quality Assurance reviews
- System reviews and updates

Undertake other duties as may be assigned by the Innovation Manager and, or Chief Executive Officer.

3.2 Qualifications and experience

The following are essential:

- 5 years' or more experience in a similar role
- A Bachelor's degree or equivalent in a relevant field such as Adult Education
- Experience managing and leading a team
- Experience with developing and implementing quality assurance policies and procedures.
- Experience of online learning management systems (LMS) such as Brightspace
- 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.

The following criteria are desirable:

- A post-graduate qualification in literacy and, or adult education
- Experience in leading a remote team
- A Bachelor's degree or equivalent online teaching and learning
- Experience of the QQI Business System (QBS)
- Experience of the SOLAS PLSS System

3.3 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 **€51,404 - €60,879**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours a week.

Contract term and probation: The position is initially offered on a three – year 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.

Location: Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home). **Please note:** NALA has a Hybrid Working Policy that allows you to apply to work from home up to three days and in the office for a minimum of 2 days a week.

Annual Leave: 22 days a year. 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 workdays 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.

4. –About our hiring process

How to apply

Applicants should email a completed [application form](#), cover letter and Curriculum Vitae (CV) in one document to recruitment@nala.ie by 5pm Monday 8 April 2024.

The Cover Letter and CV should be saved and emailed as one document in the following format: Last Name_First Name_NALA_Coordinator. For example: Bloggs_Joe_ NALA_Coordinator

The cover letter should outline:

- how you think your experience and qualifications match the criteria discussed in Section 2.2 above;
- why you want to work with us and;
- what difference you think you could make.

If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie or [call 01 412 7900](tel:014127900).

Selection process

The selection process will include a shortlisting of applicants based on their [application form](#), cover letter and curriculum vitae (CV). Only 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 of persons to select applicants for interview. The panel will review applicants' cover letters, application form 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 on **23 or 24 April 2024**. If you are shortlisted, you will be notified of the interview date and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend 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

5. Queries

Elaine Cohalan

Innovation Manager

National Adult Literacy Agency

01 412 7900

recruitment@nala.ie

NALA does not require the assistance of recruitment agencies to fill this position.