



## Job description: Speak Out Course Coordinator

Part time. Home working.

Speak Out Languages aims to help everyone to speak a second language with confidence. We run French, German, Spanish, Italian and Arabic courses across Edinburgh, Glasgow, the Lothians and the Scottish Borders, focusing on practical and useful communication, rather than on written exercises and exams.

We are now looking to recruit an Edinburgh or Glasgow-based Speak Out Course Coordinator to ensure an outstanding customer experience.

Roles and Responsibilities:

### **Customer Service**

1. Expert knowledge of all Speak Out programmes to ensure best possible advice to customers.
2. First point of contact for customers and teachers.
3. Responding to and following up on all customer enquiries.
4. Providing course-specific advice to learners.
5. Ensuring that each learner is on the appropriate course and has the best possible experience.
6. Sending out monthly newsletter.
7. Creating extra value activities for clients to enhance their language learning experience.
8. Collating, presenting and acting on customer feedback.

### **Administration**

1. Responsibility for course scheduling.
2. Responsibility for venue timetabling.
3. Responsibility for keeping website up-to-date
4. Accurate record-keeping.
5. Preparation of forms to welcome clients and gather feedback.
6. Other as appropriate.

## **Business Development Assistance**

1. Responsibility for Edinburgh/Glasgow flyering.
2. Regular social media updates according to plan put together with Founder.
3. Other as deemed necessary.

### **Candidate requirements:**

Knowledge of at least 2 languages, one of which should be English and the other French, Spanish, Italian or German.

Desire to help others learn a second language.

Excellent interpersonal and communication skills.

Excellent written skills in English.

Excellent customer service skills.

Must be self-motivated with excellent attention to detail.

Excellent organisation and problem-solving skills.

Experience in course scheduling desirable.

Social media experience desirable.

Website experience desirable.

### **Hours:**

10-12 hours/week

£14/hour for initial 3 month trial period.

### **To apply and for more information:**

Please send CV and relevant experience to [hello@speakoutwithconfidence.com](mailto:hello@speakoutwithconfidence.com) before 8<sup>th</sup> February 2026.