

VICTORIA ROWLAND

Business strategist &
Development worker

CONTACT

- Available on request
- victoriajrowland@gmail.com
- Woodlands, Glasgow
- British and Australian Citizen

SKILLS

- Excellent interpersonal skills
- Highly experienced trainer
- Solutions-focused
- Creative, visual thinker
- Forward planning and project / workflow management
- Relationship management
- Time management and organisation
- Fully computer/MS Office-literate and skilled user of Wix and Canva
- Competent with social media

EDUCATION

BA (Hons) Creative Writing

Norwich University of the Arts (formerly NSAD)

2005 - 2008

Cambridge CELTA

Norwich Institute for Language Education

2012

Cambridge DELTA

Norwich Institute for Language Education & Bell Education

Completed between 2015 and 2018

SQA (PDA) TELTA

Dundee and Angus College

2021

PROFILE

My teaching and training work has taken me all over the world and now I am delighted to use these skills and experience - along with my passion for developing and growing businesses - in my role at a migrant-supporting organisation in the communities of Glasgow. I work diligently and empathetically, I thrive in the 'deep-end' and am a highly adaptable, positive, fun but professional employee and colleague. Creating and nourishing strong relationships within my team helps me to thrive even further.

WORK EXPERIENCE

Development Worker & Business Strategist

ESOL Scotland

2022 - Present

- Using my extensive and wide-ranging teaching and teacher-training experience to recruit, induct, train and support volunteers who deliver ESOL learning in the community.
- Supporting high-quality ESOL provision within Glasgow and across Scotland by writing and hosting free training sessions attended by our volunteer tutors and members of our local and national ESOL networks. Regular provision of these sessions also helps to foster and strengthen connection within these networks.
- Delivering and assessing SQA's ITESOL qualification and supporting candidates of a wide variety of backgrounds, including those with lived experience of the asylum system.
- Discussing learner and teacher feedback with colleagues and working together to improve services where needed, thereby ensuring that service provision complies with professional standards, national requirements and meets standards of accrediting bodies.
- Developing the organisation's marketing strategy, including but not limited to social media management, website design and upkeep, creation of promotional materials and representing the organisation on various platforms where appropriate.
- Developing the organisation's external training offering, thereby increasing the scope of our work and generating unrestricted income.
- Contributing and developing ideas for the expansion of the organisation and project managing the implementation of these ideas, including creating new branding concepts and designing a curriculum with our team of Development Workers.

Owner, Teacher and Trainer

English with Vikki

2014 - Present

- Created, grew and maintained my own teaching business as a self-employed English language tutor; supporting professionals, university students, IELTS and Cambridge OET candidates and learners of conversational English.
- My engaging, professional, friendly and supportive teaching manner, strong cultural awareness and sensitivity, and excellent interpersonal skills were all utilised for winning and retaining business. Two of my largest pieces of work included working exclusively for high-profile individuals in Saudi Arabia on a retainer-type basis and delivering teacher training in India for Cambridge English/IELTS, presenting to up to 200 delegates per session.
- Wide-ranging skills outside of teaching meant I was able to maintain all financial accounts, social media, website, promotional materials and create/deliver my own advertising strategies completely independently.

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BUSINESS STRATEGIST &
DEVELOPMENT WORKER

BEHAVIOURS

- Patient and calm
- Open and communicative
- Empathetic
- Positive
- Motivated
- Accountable
- Wise

MOST RECENT CPD

- SCQF Level 6 in Mental Health First Aid; trained in CPR
- Children's Rights and the UNCRC
- Smarter Volunteer Manager from Volunteer Glasgow
- GCVS Basics of Safeguarding
- Neurodiversity in the Workplace

ACCOLADES

- Highest-rated Social Programme in the St Giles Group
- Taught a Guinness World Record-Breaking lesson

LANGUAGES

- English
- Italian
- French

REFERENCES

- Contact Info on request

WORK EXPERIENCE

Teacher and Social Programme Coordinator

St Giles International

2017 - 2019

Worked primarily as a teacher but also:

- Attended multiple conferences such as IATEFL, English UK, and British Council-led events, engaging in enriching conversations with fellow professionals.
- Created and led teacher training sessions for colleagues including topics such as 'Demand High', High-Order Thinking, Content Negotiation and Using Drama in the EFL classroom, researching the topics carefully and presenting in a way that reflected colleagues' development needs.
- Lead learner tutorials and responded to learner feedback using skills of self-reflection.
- Delivered a world-record breaking lesson in partnership with London Nest, where we were awarded the Guinness World Record for the highest number of nationalities in an English language lesson (57!)
- Experienced inspections from the British Council, ISI, EAQUALS & English UK, working hard alongside my team of colleagues to achieve strong results.
- Progressed my project-management, marketing and event-planning skills in Social Programme role, working closely with my teammate to achieve top ranking among the St Giles Group for student recommendations.

Teacher and Marketing Assistant

Norwich Study Centre, Flying Classrooms

2013 - 2016

- My behaviours at work and performance as a teacher meant that I was invited to represent Flying Classrooms at education fairs in Japan, and was given an additional role as a Marketing Assistant as a result of my successes there. This involved creating and building links with international client bases and education agencies.
- Emerged from the early stages of my career with support of my Director of Studies, who encouraged me to read blogs and experiment with various techniques.

Previous Teaching Roles

Various in:

2010 - 2013

- Greece - Karanassou Xenes Glosses, Aliartos
- Italy - Modern English, Lecce
- English Excel, Hong Kong

All these roles were spent growing my initial teaching skills and subject knowledge. Some key achievements include:

- Using arts, crafts, multimedia and cooking to teach English.
- Teaching phonics and literacy with *Read with Me* series.

Volunteering and other interests

- I am on the Board of Trustees for the Woodlands Community Development Trust.
- I have a passion for forestry and conservation particularly in the West of Scotland, and have done multiple planting and re-wilding weeks for *Trees for Life*.
- I am a keen hill walker and wild camper, and have completed the West Highland Way and the Affric-Kintail Way.
- I am currently training as a Personal Trainer to 'add another string to my bow'.
- I have been cooking since the age of 7 and have worked as a cook and private caterer - sometimes cooking for up to 500 people.