



Job description

Job title:	Administrator, Literacy for Life
Salary:	£22,500 per year
Contract type:	Fixed term for two years
Hours:	35 hours per week
Reports to:	Programme Manager, School Improvement
Direct/indirect reports:	None

Introduction

One person in six has poor literacy skills that impact on every area of their life. A child without good reading, writing and communication skills can't succeed at school, and as an adult they could be locked out of the job market. Poverty doubles the likelihood of literacy failure by the age of five.

We are an independent charity dedicated to raising literacy levels in the UK by giving disadvantaged children the literacy skills they need to succeed. Our research and analysis make us the leading authority on literacy. We run projects in the poorest communities, campaign to make literacy a priority for politicians, businesses and parents, and support schools.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have 25 years' experience of delivering programmes and campaigns to improve the skills and confidence levels of those most in need of support. Partnerships are an essential part of our work – with the education sector, with businesses and with community partners. We work closely with both national and local government. Our funders and partners include high street brands such as McDonald's, WHSmith and Clarks Shoes, and large multinationals such as Pearson, KPMG and PwC. We have our main office in Vauxhall, London, and as well as people working to support our community activity around the country.

We work with secondary schools to improve support for literacy and ensure it is recognised as the vital skill set that underpins all areas of teaching and learning. Our Literacy for Life programme puts literacy at the heart of secondary school improvement, developing pupils' subject specific vocabulary and ability to communicate effectively in all subjects. Following a

successful pilot, we have secured funding to increase the number of schools taking part in direct programme delivery, and engage even more schools with training developed through the programme.

This role will provide support for the delivery of our Literacy for Life programme, working as part of a small team. This will include general administrative and programme delivery support, as well as organising the logistics of training and marketing the offer to schools.

Part 1: Job profile

1.1 Main purpose of job

This role is responsible for providing administrative and marketing support for the delivery of our Literacy for Life programme.

1.2 Position in organisation

This role is part of the Literacy for Life team, which has a total of four members of staff, including two consultants based around the country. The postholder will report directly to the Programme Manager.

1.3 Working contacts

Internal

Close and collaborative working with the Literacy for Life team

Close working with the schools trading team, which is responsible for other training and consultancy offers for schools

External

Customers/enquirers from schools and other settings

Consultants, trainers and event speakers

Suppliers – eg. conference venues, marketing partners

Part 2: Key duties and responsibilities

2.1 General administration

- With support from the Programme Manager, develop and maintain administration systems and workflow processes, working closely with the Website Manager and IT and Database Manager where necessary
- Provide administration support for school recruitment and delivery of training
- Ensure the contact database and sales records are up to date
- Administer online programme registration and delivery of materials
- Collate evaluation information from project practitioners and support report writing

2.2 Communications and marketing

- Respond to enquiries and communicate with schools and partners by email and telephone as required
- Work with the team to keep website content up to date and write copy for social media
- Work with the Programme Manager to follow up enquiries in order to recruit schools
- Design and write campaigns to advertise the programme

- Work with the schools trading team to deliver aspects of marketing plans, such as creating copy for newsletters, flyers, social media, etc.

2.3 Administration of financial systems

- Create and send invoices to customers
- Work with the finance team to ensure credit control customer services are run smoothly
- Reconcile financial information to invoices and nominals

2.4 Event administration

- Lead on the administration of dissemination conferences including logistics in advance and on the day
- Liaise with consultants and speakers, chasing and collating relevant materials, and book travel and accommodation as necessary
- Liaise with suppliers, exhibitors and venues

The postholder may also be required to undertake other activities as deemed appropriate by their line manager or the Director, and to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Part 3: Person specification

3.1 Essential experience

- Administration and team support
- Using and managing databases and contact management systems with a high level of accuracy
- Coordination of event logistics
- Supporting work with external stakeholders

3.1.1 Desirable experience

- Use of an online Content Management System for creating webpages
- Work in a school-facing role
- Use of social media

3.2 Knowledge

- A good working knowledge of Microsoft Word, Excel and Outlook
- Budget management and financial reconciliation
- Some knowledge of the education sector would be helpful

3.3 Skills

- Excellent organisational skills, with attention to detail
- Able to use initiative and solve problems independently
- Able to manage multiple deadlines
- Good verbal and written communication skills
- Ability to work collaboratively
- Ability to speak confidently to external stakeholders from a range of backgrounds

3.4 Other

- Commitment to equality and diversity
- Strong interest in literacy and social justice issues

Part 4: Summary of terms and conditions of service

Location:	The postholder will be an employee of the National Literacy Trust. The post is based at the National Literacy Trust, 68 South Lambeth Road, London SW8 1RL.
Probation:	This post is subject to a 12-week probationary period.
Notice:	This post is subject to a four-week notice period.
Annual leave:	The annual leave entitlement is 28 days per year pro rata, plus public holidays. In addition, our office is closed from Christmas Day to New Year's Day inclusive and you are not expected to put any of your leave allowance aside to cover this.
Pension:	The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.
Expenses:	The role will may travel within the UK. Out-of-pocket expenses will be paid when incurred in accordance with our expenses policy.
Safeguarding:	The postholder will adhere to the National Literacy Trust's safeguarding policy for children, young people and vulnerable adults.