



Job description

Job title:	Community Literacy Coordinator, Peterborough
Salary:	£24,000 pro rata (0.6 FTE)
Contract type:	Fixed term for six months
Hours:	21 hours per week
Reports to:	Senior Project Manager, Literacy Hubs
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 literacy skills will struggle to succeed at school, and as an adult they could be locked out of the job market. Poverty doubles the likelihood that, by the age of five, a child's literacy skills will be below average.

The National Literacy Trust is dedicated to improving the reading, writing, speaking and listening skills of those who need it most, giving them the best possible chance of success in school, work and life. We run Literacy Hubs and campaigns in communities where low levels of literacy and social mobility are seriously impacting people's lives. We support schools and early years settings to deliver outstanding literacy provision, and we campaign to make literacy a priority for politicians, businesses and parents. Our research and analysis make us the leading authority on literacy and drive our interventions. Literacy is a vital element of action against poverty and our work changes children's life stories.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have 25 years' experience of delivering programmes and campaigns to improve literacy and 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 and WHSmith, and large multinationals such as Lancôme, KPMG and PwC. We have our main office in Vauxhall, London, as well as people working to support our community activity around the country.

This role is supported by the National Lottery Communities Fund as part of our Covid-19 relief work. You will coordinate the delivery of Doorstep to Digital, one of the approaches we have developed in response to the challenges many families are currently facing. The project is part of our National Literacy Trust Hub in Peterborough, which is a 10-year, place-based response to the challenges of intergenerational low literacy. Our Peterborough Hub brings together local partners to tackle literacy issues, working with business, health, education and cultural organisations to help raise literacy levels. This work is overseen and driven by a local Hub Manager.

For many children and young people, Covid-19 has had a hugely detrimental effect on their learning and wellbeing, with many vulnerable families unable to access digital support. Our research suggests that supporting families to engage with literacy through providing them with materials and guidance can grow their confidence and help them to overcome some of the challenges they face.

The project is split into two parts: creating and distributing activity packs to support 1,000 families, and creating and delivering sessions, either in person or online, for parents and carers of children and young people affected by Covid-19.

This support will help parents to make the home environment one that is positive about literacy, giving them the confidence and tools they need to support their children. It will also create online communities of parents who will engage in conversation, with you and other parents, about literacy and learning.

If you are successful you will be responsible for delivering both parts of this project, ensuring that it is reaching the families that need it most, and that the packs and sessions are tailored to their requirements. You will also mobilise key community partnerships and ensure that families have continued support when direct delivery ends.

This role may be combined with the Literacy Champions Community Project Officer role (0.4 FTE) to make a single full time role for six months (followed by a further six months at 0.4 FTE to complete delivery of Literacy Champions).

Working for us

Our people are our most important asset and we value and respect diversity in all its forms (seen and unseen). We particularly welcome applications from black, Asian and minority ethnic candidates, LGBTQ+ candidates, candidates with disabilities and candidates from the communities in which we work. We would like to increase representation of these groups among our staff as we know greater diversity will lead to an even greater impact for our work. We are also committed to providing training, mentoring and support to help us bring new perspectives and experiences into the organisation, and ensure that our staff have the skills and understanding they need to talk confidently about the challenges communities face and our role in addressing them.

We encourage a flexible working approach that allows each person in our team to work in a way that suits their circumstances and enables them to contribute to our success, whoever they are.

As well as a competitive salary, we offer benefits including a generous leave allowance totalling 39 days pro rata (including bank holidays and office closure between Christmas and New Year), pensions contributions of 8% of annual salary, a cycle to work scheme, season ticket loans, employee assistance programme and other health and wellbeing benefits.

Part 1: Job profile

1.1 Main purpose of job

This role is responsible for delivering the Doorstep to Digital programme in Peterborough and supporting its delivery elsewhere.

1.2 Position in organisation

This role is part of the communities and local areas team, which has a total of five members of staff based in London and staff based in Hub areas around the country. This role will be line managed by the Senior Project Manager, Literacy Hubs.

1.3 Working contacts

Internal

Close working with National Literacy Trust Hub Manager
Close working with members of the communities and local areas team
Close working with members of the schools and communications teams
Close working with members of the research and evaluation team

External

Regular contact with families requiring direct literacy support
Regular working with community-based organisations and local stakeholders
Regular contact with local businesses
Regular contact with schools and their staff

Part 2: Key duties and responsibilities

2.1 Supporting families

- Work with volunteers, schools and community partners to identify families to take part in the project, with the support of the Hub Manager
- Broker connections with new community organisations and delivery partners as required
- Maintain communication with families as required
- Act as the principal point of contact for all community organisations and schools involved in the project and provide ongoing support
- Maintain excellent records of engagement and delivery

2.2 Activity pack delivery

- Identify delivery channels for the activity packs (including direct drop-off to homes)
- Create the activity packs
- Coordinate distribution
- Review content in line with the needs of the families

2.3 Literacy session delivery (digital / in person)

- Identify session themes
- Set up framework for session delivery
- Advertise sessions
- Deliver sessions
- Engage partners

2.4 Project legacy

- Support project evaluation
- Collect and write up case studies
- Contribute to the final written report for the area
- Ensure that families are signposted to ongoing support and opportunities

2.5 General project administration

- Maintain project plans and budgets, and report on these as required
- Organise events and all associated communications
- Provide onsite support with event logistics
- Support the work of the Hub as required
- Maintain guest lists and responses for invitation-only events

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

- Experience of community mobilisation
- Developing resources and training materials
- Delivering support sessions to families
- Maintenance of project plans and budgets and reporting against them
- Coordinating goods and supplies, including placing and tracking orders

3.1.1 Desirable experience

- Developing resources and training materials themed around literacy

3.2 Knowledge

- Excellent working knowledge of MS Office Word, Excel, Teams, Outlook, Zoom and WhatsApp
- Excellent knowledge of community based organisations in Peterborough
- Good knowledge of schools in Peterborough
- Good knowledge of Peterborough
- Good knowledge of literacy
- Understanding the principles of effective communication

3.3 Skills

- Strong attention to detail, with good written and spoken English
- Clear and confident communicator
- Logical and well organised
- Partner relationship management
- Motivated, proactive and able to think outside the box in unplanned situations
- Team player, adaptable in situations of frequent priority and focus change

3.4 Other

- Confident and enthusiastic
- Commitment to equality and diversity
- Strong interest in literacy and social justice issues
- Full UK Driving licence and access to own vehicle

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 in Peterborough, working from home with regular contact with the central team. It will also involve active travel around the city delivering resources to homes and support sessions (subject to national and local lockdown restrictions).
- Probation:** This post is subject to a six-week probationary period.
- Notice:** This post is subject to a four-week notice period.
- Safeguarding:** The postholder will adhere to the National Literacy Trust's safeguarding policy for children, young people and vulnerable adults. This post is also subject to a Disclosure and Barring Service check.
- Expenses:** The role will require travel within the UK. Out-of-pocket expenses will be paid when incurred in accordance with our expenses policy.
- Annual leave:** You will receive a total of 39 days per year (pro rata for part time staff), made up of 28 days' annual leave plus the closure of the office on all bank holidays and from Christmas Day to New Year's Day inclusive.
- Pension:** The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.
- Other benefits:** We provide a Cycle to Work scheme, season ticket travel loans, employee assistance programme and access to other health and wellbeing benefits including discounted gym membership, dental plans and health assessments.