



<b>Job title:</b>	<b>Community Project Officer, Literacy Champions Peterborough</b>
<b>Salary:</b>	<b>£24,000 per year pro rata (0.4 FTE)</b>
<b>Contract type:</b>	<b>Fixed term for 12 months</b>
<b>Hours:</b>	<b>14 hours per week</b>
<b>Reports to:</b>	<b>Senior Project Manager, Literacy Hubs</b>
<b>Direct/indirect reports:</b>	<b>None</b>

## **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 will oversee the delivery of our Literacy Champions project in Peterborough, which identifies, trains and supports local people to become engaged volunteers who are taking action to support literacy outcomes in the area.

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.

You will be responsible for working within target communities to identify potential volunteers and volunteering opportunities. This will include developing new strategies for recruiting, training and supporting these volunteers, and mobilising key community partnerships. You will create processes and resources that can support the delivery of Literacy Champions in other areas, and oversee a parent and carer steering group that will inform our work across the Hubs.

You will also support the Hub Manager more widely in our work raising literacy outcomes across Peterborough.

This role may be combined with the Community Literacy Coordinator role (0.6 FTE) to make a single full time role for the first six months. After this, hours would be as above.

## **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 Literacy Champions programme in Peterborough and supporting its delivery in other Hubs.

### **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 Managers

Close working with members of the communities and local areas team

Close working with members of the schools and communications teams

#### **External**

Regular contact with volunteers and local community members

Regular working with community-based organisations and local stakeholders

Regular contact with local businesses

Regular contact with schools and their staff

Regular contact with parents

## **Part 2: Key duties and responsibilities**

---

### **2.1 Literacy Champions**

- Identify opportunities to recruit volunteers from our target areas to become Literacy Champions with a target of 30 to be recruited within 12 months
- Engage potential volunteers and organise training events
- Initiate DBS checks and keep accurate records
- Maintain regular contact with the Literacy Champions and support them to develop and deliver activities which promote literacy in their communities
- Gather case studies from Literacy Champions to build an evidence base of the impact of their work
- Create resources and training materials that can support the delivery of Literacy Champions in Peterborough and in other Hubs across the UK
- Recruit parents and carers to the Parent and Carer Steering Group, and run the meetings

### **2.2 Community organisations and schools liaison**

- Act as the principal point of contact for all community organisations and schools involved in the project and provide ongoing support
- Liaise with community organisations and schools regarding all activities of the Literacy Champions, and assist with the organisation of activities
- Maintain excellent records of community organisation and school sign up and engagement

- Facilitate CPD as appropriate for community organisations and schools, and provide ongoing support

### **2.3 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 post holder 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**

- Recruiting, training and supporting volunteers
- Project support in a charity or educational context
- Developing resources and training materials
- Maintenance of project plans and budgets and reporting against them
- Coordinating goods and supplies, including placing and tracking orders

#### **3.1.1 Desirable experience**

- Handling sensitive/confidential information
- Experience of community mobilisation

### **3.2 Knowledge**

- Excellent working knowledge of MS Office Word, Excel and Outlook
- Excellent knowledge of volunteer management and safeguarding
- Excellent knowledge of literacy issues
- Good knowledge of schools and community based organisations
- Good knowledge of Peterborough
- Understanding the principles of effective communication

### **3.3 Skills**

- Strong attention to detail, with excellent written and spoken English
- Clear and confident communicator
- Logical and well organised
- Stakeholder 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

#### **Part 4: Summary of terms and conditions of service**

---

<b>Location:</b>	The post holder 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.
<b>Probation:</b>	This post is subject to a 12-week probationary period.
<b>Notice:</b>	This post is subject to a four-week notice period.
<b>Safeguarding:</b>	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.
<b>Expenses:</b>	The role will require travel within the UK. Out-of-pocket expenses will be paid when incurred in accordance with our expenses policy.
<b>Annual leave:</b>	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.
<b>Pension:</b>	The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.
<b>Other benefits:</b>	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.