



<b>Job title:</b>	<b>Project Officer, Literacy Champions (Swindon)</b>
<b>Salary:</b>	<b>£24,000 per year</b>
<b>Contract type:</b>	<b>Fixed term to 31 March 2023</b>
<b>Hours:</b>	<b>35 hours per week</b>
<b>Reports to:</b>	<b>Programme Manager, Literacy Hubs</b>
<b>Direct/indirect reports:</b>	<b>None</b>

## **Introduction**

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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 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 gives children and young people from disadvantaged communities the literacy skills to succeed in life. We work with schools and other education settings, with communities and partners, and directly with children and families. Our research and analysis make us the leading authority on literacy and drive our interventions.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have more than 25 years' experience of delivering programmes and campaigns to improve literacy, and work closely with both national and local government. Our funders and partners include well-known brands such as McDonald's, WHSmith and The Premier League, and large multinationals such as Lancôme, KPMG and Amazon. We have an 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 Swindon, 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 Swindon, which is a 10-year, Swindon-based response to the challenges of intergenerational low literacy. Our Swindon

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.

With funding from Arts Council England, we will be expanding our community engagement work and recruiting three types of Literacy Champions:

- People who will engage with communities face-to-face
- Digital Literacy Champions who will help with social media and other online support
- Youth Literacy Champions – young people either volunteering within a school or youth group setting, or students at college or university

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

## **Working with us**

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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 those from Black and Asian candidates, people 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.

## **Part 1: Job profile**

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### **1.1 Main purpose of job**

This role is responsible for delivering the Literacy Champions programme in Swindon and supporting delivery of other Hub activities and events.

### **1.2 Position in organisation**

This role is part of the communities and local areas team, which has staff based in London and in Hub areas around the country. This role will be line managed by the Programme Manager, but work closely with the Swindon Hub Manager.

### **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**

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### **2.1 Literacy Champions**

- Identify opportunities to recruit volunteers from our target areas to become Literacy Champions, with a target of 60 to be recruited and active within 18 months (with interim targets)
- 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 (including via WhatsApp during working hours)
- 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 Swindon and in other Hubs across the UK
- Recruit parents and carers to a steering group and run regular 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 and assist with the organisation of activities
- Maintain excellent records of sign up and engagement
- Facilitate training as appropriate

### **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, 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**

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#### **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
- Planning and delivering events
- Use of social media

#### **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 Swindon
- 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**

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- Location:** The postholder will be an employee of the National Literacy Trust, which is based at 68 South Lambeth Road, London SW8 1RL. This post is based in Swindon, as a home working role, with regular travel to support programme delivery and partnerships, and contact with the central team.
- Hours:** Hours are flexible by agreement with your manager. However, due to the nature of volunteer and community activities, some out of hours / weekend work will be required. This will be agreed in advance with your line manager, and you will be granted time off in lieu for hours worked.
- Probation:** This post is subject to a 12-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 and access to other health and wellbeing benefits including an employee assistance programme, discounted gym membership, dental plans and health assessments.