



Job description

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| Job title: | Community Project Officer, Literacy Champions |
| Salary: | £25,000 per year pro rata (0.4 FTE) |
| Contract type: | Fixed term for two years |
| Hours: | 14 hours per week |
| Reports to: | Project Manager, Literacy Hubs |
| Direct/indirect reports: | None |

Introduction

One person in seven 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 giving disadvantaged children the literacy skills they need to succeed. We work to improve reading, writing, speaking and listening skills in the UK's poorest communities. Because low literacy is intergenerational, we focus our work on families, young people and children.

We help to transform lives through literacy, working in partnership with the education sector, businesses and community partners. We establish literacy projects in the most disadvantaged communities, provide support for schools and campaign to make literacy a priority for politicians and parents. Our research and analysis make us the leading authority on literacy.

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 literacy support, and work closely with both national and local government, and the voluntary sector. 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.

This new project is part of our National Literacy Trust Hub in Peterborough. A Hub is a ten-year, place-based response to the challenges of intergenerational low literacy. They bring together local partners to tackle literacy issues, working with local businesses, health, education and cultural organisations to help raise literacy levels. This work is overseen and driven by a locally based Hub Manager.

This role will oversee the delivery of the Literacy Champions project in Peterborough. The project will identify, train and support community members in Peterborough to become engaged volunteers who are taking action to support literacy outcomes in their local area. You will be responsible for working within the target communities to identify potential volunteers and volunteering opportunities. You will develop new strategies for recruiting, training and supporting these volunteers, as well as mobilising key community partnerships.

You will create processes and resources that can support the delivery of Literacy Champions in other Hubs. You will also support the Hub Manager more widely in our work raising literacy outcomes across Peterborough. This role will also include overseeing a parent and carer steering group that can inform our work across the Hubs.

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 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 Project Manager for Literacy Hubs with a dotted line to the local 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 (based in London)

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 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

- 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 City
- 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

- Location:** The postholder will be an employee of the National Literacy Trust. The post is based in Peterborough, with regular contact with the central team in London.
- 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:** 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.
This post is also subject to a Disclosure and Barring Service check.