



Job description

Job title:	Support Officer
Salary:	£24,000 per year
Contract type:	Permanent
Hours:	35 hours per week
Reports to:	Programme 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 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 provides support across both our community programmes and development teams. Our community programmes are delivered across 15 targeted towns, cities and regions around the UK, providing a huge range of activities that support people with low literacy. This includes public events and programmes with schools to major book gifting and media moments. Underpinning all our work is the expertise of our development team who

engage with businesses, trusts and foundations, and high-net worth individuals to secure the income we need for our work.

You will provide vital administrative support across both teams, working approximately three days per week supporting our community programmes and two days per week with the development team. You will build knowledge of our community projects and partnerships, working closely with both our national team and our local Hub Managers. You will support event logistics, meetings and diary management, and book ordering processes, as well as financial processes, funder prospecting and research.

Working with 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 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 challenge's 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

1.1 Main purpose of job

This role is responsible for providing administrative support to both the communities team and the development team, including event logistics, meetings and diary management, and book ordering processes, as well as financial processes, funder prospecting and research.

1.2 Position in organisation

This role is part of the communities and local areas team, which has staff based in London and targeted locations around the country. The postholder will report directly to the Programme Manager, Literacy Hubs, as well as reporting to the Director of Development for development team support.

1.3 Working contacts

Internal

Close working with the communities and local areas national team, as well as local Hub Managers and other project staff

Close working with development team

Close working with the finance team

External

Working with logistics and supply partners

Working with venues

Part 2: Key duties and responsibilities

2.1 Administrative support

- Arrange meetings within both teams, as well as cross-team/organisation wide meetings where necessary
- Collate and circulate papers in advance of meetings
- Take minutes and set diary reminders for actions
- Arrange external meetings and support diary management as necessary
- Book travel and accommodation
- Process orders for equipment and supplies which are ordered via central accounts, including invoice processing and authorisation
- Support other administrative processes as necessary
- Provide ad hoc support for event logistics as necessary

2.2 Data entry and reporting

- Input contacts and other data accurately into our Salesforce CRM
- Run reports from Salesforce
- Maintain accurate records of important correspondence

2.3 Fundraising and finance support

- Carry out prospect research for identified areas/projects and summarise information for the team
- Support fundraising events with both planning and attendance in-person when required
- Monitor the fundraising inbox and provide excellent relationship management with fundraisers
- Create and send invoices with support from the finance team

The postholder may 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

3.1 Essential experience

- Administration including significant use of Excel/Word/MsOffice
- Working across a team
- Supporting meetings and taking minutes

3.1.1 Desirable experience

- Working in the charity or education sector
- Working with remote teams
- Following financial procedures

3.2 Knowledge

- Effective approaches to project administration
- Schools and education systems in the UK (desirable)

3.3 Skills

- Excellent administration and organisation
- Customer relationship management
- Excellent written and spoken communications
- Information management
- IT skills, including Microsoft Word, Excel, PowerPoint, Outlook and databases
- Working independently and problem solving
- Working under pressure and managing deadlines

3.4 Other

- Commitment to equality and diversity
- Clear interest in and understanding of 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. This post is based at the National Literacy Trust, 68 South Lambeth Road, London SW8 1RL.

Home working: This post is suitable for regular home working in line with our home working policy.

Travel: This post may require occasional travel to support programme delivery and partnerships. Travel expenses will be paid when incurred in line with our expenses policy.

Hours: We have a flexible working culture and encourage all staff to work in a way that enables them to be most effective in their role. This role will involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.

Probation period: This post is subject to a 12-week probationary period.

Notice period: 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.

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.