



Job description

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| Job title: | Volunteering and Support Officer, Blackpool |
| Salary: | £25,000 per year pro rata (0.6 FTE) |
| Contract type: | Fixed term for one year |
| Hours: | 21 hours per week |
| Reports to: | Project Manager, Blackpool Family Literacy |
| 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.

We are an independent charity dedicated to raising literacy levels in the UK by giving disadvantaged children the literacy skills they need to succeed. Our research and analysis make us the leading authority on literacy. We run projects in the poorest communities, campaign to make literacy a priority for politicians, businesses and parents, and support schools.

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 support. 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, WHSmith and Clarks Shoes, 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 support our work in Blackpool as part of the Get Blackpool Reading campaign, and be responsible for the volunteer strand of our work, School Gates Volunteers.

You will work closely alongside the local Project Manager and Campaign Manager, as well as with our community programmes team in London and across the country.

Part 1: Job profile

1.1 Main purpose of job

This role is responsible for supporting our work in Blackpool. This includes delivering the School Gates Volunteers programme and work with teenage mothers, and providing general support to the Project Manager.

1.2 Position in organisation

This role is part of the communities and local areas team, which has a total of seven members of staff based in London as well as staff and seconded positions around the country. This role will be line managed by the Project Manager.

1.3 Working contacts

Internal

Close working with the Project Manager

Close working with the campaigns team, including the Campaign Manager in Blackpool and other team members in London

Close working with the community and local areas team, in London and around the country
Work with the memberships, fundraising and marketing and communications teams, as well as programme managers across the charity (based in London)

External

Regular contact with headteachers and other school staff

Regular contact with volunteers

Part 2: Key duties and responsibilities

2.1 School Gates Volunteers

- Identify opportunities to recruit parents/carers to become volunteers, with a target of 25 to be recruited within one year working across five to seven settings (early years to secondary)
- Engage potential volunteers and organise training events
- Initiate DBS checks and keep accurate records
- Maintain regular contact with and support volunteers to develop and deliver activities which promote literacy in their communities
- Gather case studies to build an evidence base of the impact of their work

2.2 Support teenage mothers

- Engage with Teenage Pregnancy Midwifery Coordinators and other suitable bodies

- Identify opportunities to support mothers with literacy (including provision for themselves and their children)
- Develop appropriate information about literacy and signposting offers – including ways to support young parents still engaged with schools

2.3 General administration

- Act as primary point of contact for event enquiries
- Send event confirmation, fundraising guidance, certificates and other communications
- Provide onsite support with event logistics
- Maintain guest lists and responses for invitation-only events
- Provide other administration support as required, including requesting and collating guest biographies and photographs, and other event collateral

The postholder may also be required to undertake other activities as deemed appropriate by their line manager or the Chief Executive, 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 and supporting volunteers
- Delivering community programmes
- Working with schools
- Providing general office administration support
- Record keeping and filing
- Coordinating goods and supplies, including placing and tracking orders

3.1.1 Desirable experience

- Handling sensitive/confidential information
- Using a CRM database

3.2 Knowledge

- Excellent working knowledge of MS Office Word, Excel and Outlook
- Excellent knowledge of volunteer management and safeguarding
- Good knowledge of schools and education
- Understanding of the principles of effective communication
- Good knowledge of Blackpool communities

3.3 Skills

- Strong attention to detail, with excellent written and spoken English
- Clear and confident communicator, able to talk with staff at all levels
- Logical and well organised
- Motivated, proactive and able to think outside the box in unplanned situations
- Team player, adaptable in situations of frequent priority and focus change
- IT skills, including Microsoft Word, Excel, PowerPoint, Outlook and databases
- Working independently and problem solving

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 Blackpool, with regular contact with the central team in London.

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. 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.