

RECRUITMENT PACK



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#SharedReading

The Mansion House,
Calderstones Park
Liverpool
L18 3JB

r The
Reader

About The Reader

"Who knew that reading – which I was told was a solitary affair – could bring people together in the same way that a book can bring a reader to the world?"

Lemn Sissay

The Reader is a national charity that wants to bring about a Reading Revolution so that everyone can experience and enjoy great literature, which we believe is a tool for helping humans survive and live well. By reading with school groups, families, adults, looked after children, older people in care homes, adults with physical and / or mental health conditions, people coping with or recovering from addiction and individuals in the criminal justice system, our work is helping to improve wellbeing, reduce isolation and build stronger communities.



Shared Reading is a powerful group experience that brings literature to life. A group of two or more people – one of them a trained Reader Leader – meet, usually weekly, and read great novels, poetry, plays or other literary matter, aloud. It's not a course, it's not a book club.



Reading the literature aloud, sharing it in real time, means that everyone is involved in a live experience.

Our Vision is of a world in which everyone has 'something real to carry home when day is done'.

Our Mission is to bring about a reading revolution so that everyone can experience and enjoy great literature, which we believe is a tool for helping humans survive and live well. Everything we do – from our Shared Reading groups to our social enterprises, from our publications to The Storybarn at Calderstones – brings people together and books to life to make this happen.

The Reader At Calderstones

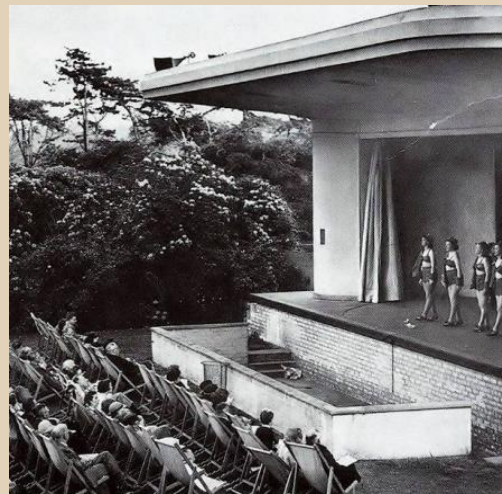
Our Head Office is based in the Mansion House in Liverpool's Calderstones Park.

With the support of the Heritage Lottery Fund (HLF), Liverpool City Council (LCC) and grant funders, The Reader has transformed the Grade II listed Mansion House in Calderstones Park into an international flagship project for Shared Reading, a model reading community, which opened in September 2019.

The Reader at Calderstones offers a working model of a community that has literature, art, heritage, wellbeing activities, food and fun at its heart. It's the first community of its kind in the UK and indeed, the world - a place where everyone can come to find something real to take home at the end of the day.

The Reader at Calderstones is home to the Calderstones Mansion House Community Interest Company's social enterprises, the Reader Café, the Ice Cream Parlour and the Storybarn, our imaginative play space, which generate income to support our charitable work. The Storybarn welcomes 6,000 children and family members and 74 schools and 3000 pupils, inspired by a lifelong love of reading for pleasure.

This a place unlike any other, where everyone is welcome, and where anyone can come to experience literature, find and share meaning, be nourished, develop new skills and explore creativity.



What our staff say

"The overall friendly vibe in the office, the teamwork and culture of helping each other out, the focus on staff members as individuals and the culture of empathy and kindness that working with literature fosters - it is the nicest place I have ever worked"

Employee Survey, November 2019

"The Reader staff are a warm, generous and supportive team. A real cliché but it really does feel like one big family where everyone has your back"

Employee Survey, November 2019

Shared Reading Reach

People who took part in Shared Reading activities told us:



94% said it *"makes me feel better"*



89% said it *"helps me connect with others in a different way"*

*Feedback from our Community Survey, September 2020
– 351 individuals surveyed, response rate 84%*

Our Impact

We regularly capture the impact that Shared Reading has on readers and volunteers, on children and adults, in prisons, in health and social care and in the community. These stories inspire us to do more to help people build deeper connections with each other, and themselves.



719

groups and 1:1 readings
taken place between
2019-2020



28,154

beneficiaries engaged
with our activities



13,766

beneficiaries reached
through Shared Reading
activities

Thanks to the support of the players of the People's Postcode Lottery, we're making important investments in our people, systems and processes that enable our work to thrive.

- We've transformed the way we deliver Shared Reading under the banner 'The Reader at Home', bringing the connection and comfort of great literature to new and existing audiences in need of wellbeing support, distraction and meaning during Covid.
- We've created and curated over 100 pieces of digital reading content and grown our followers on Facebook by 50%.
- We were awarded the Investors in Volunteers standard in recognition of the quality of our volunteer support.
- We've improved the digital support we offer volunteers with the soft launch of a new online community hub which includes a library of over 1000 reading resources and new training videos.



Our Values

*"People are dying – it is no metaphor –
for lack of something real to carry
home when day is done."
Saul Bellow, Herzog*

Our values reflect and shape our behaviour, and guide our volunteers, staff, trustees and supporters as we work together to bring about a Reading Revolution.



We read to lead

Great literature is in our DNA, developing imagination, deepening understanding and expanding experience. Reading is also about the kind of attention and understanding we give to our actions, other people and the wider world.

We are kind but bold

Through kindness we inspire ourselves, and others, to do more than we might have thought possible, always aiming for encouragement and trust. But we are bold, too, in saying what we mean as clearly as we can.

We make our own pattern in the world

We don't simply do as others do, we try to work out what is good and right, and do that. We value innovation, foresight and bold ideas in every part of our organisation.

We learn from experience and we learn through our mistakes

We're not afraid of owning our mistakes: understanding them helps us grow. We try to be creative in difficult situations, lively-minded and willing to learn.

We love The Reader and take responsibility for it

Everyone at The Reader is The Reader. We each take responsibility for making The Reader as good as it can be: we pick up the rubbish, speak up when we've made a mistake, notice and try to fix the glitches.

*visioning a world
where none is lonely, none hunted, alien,
this man, superb in love and logic, this man
shall be remembered.*

From *Frederick Douglass*
by Robert Hayden

Belonging at The Reader

Our diversity, equality and inclusion statement



In a nearly twenty-year history of developing Shared Reading groups, The Reader has created thousands of warm and welcoming spaces where all comers are seen and, when they choose to speak, heard.

We consciously work to build the same warm and welcoming feeling, the feeling of belonging, in our workplace. Kindness is one of our values and it helps us care about how we treat each other, always aiming for encouragement, openness and trust.

We use our values to try to ensure The Reader is a thoughtful environment, and we ask all colleagues to be bold, building an environment where all needs and concerns can be raised, listened to, and when possible acted upon. So we'll ask you to tell us if you have any specific needs or if there are things we can do to make you feel more at ease.

One of our values is 'we make our own pattern in the world' and we do that by appointing the best candidate to the role. Current employees and applicants for jobs will always be considered on their abilities and will not be discriminated against on the grounds of age, caring responsibilities, colour, disability, employment status, sex, gender, gender identity, marital status, nationality, race or ethnic origin, religion or belief, sexual orientation or socio-economic status.

In our commitment to build diversity into our teams and programmes, we are particularly keen to receive applications from people from black, Asian and minority ethnic backgrounds; LGBTQ+; those with disabilities, those with unconventional life experience or educational background.

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or documents linked to below, please contact jobs@thereader.org.uk



Catering Assistant

Hours/FTE	Up to 20 hours per week available on a rota basis (Monday-Sunday)
Reports to	Head of Front of House
Based	The Reader, Calderstones Park, Liverpool, L18
Contract	Fixed Term
Salary	£8.91 per hour
Vacancy Reference Code	22/2021

About the Role and Key Responsibilities

This role will work across the catering provision of The Reader Group Enterprises, in our Café, Ice Cream Parlour, and events. They will work in a team developing and delivering a range of profitable catering offers that work in harmony with The Reader Group's ethos and vision and consistently delivers a high level of customer service.

The Café and Ice Cream Parlour are open seven days a week and provide a quality and affordable offer for the local community in welcoming environments. We are looking for a hard-working, honest person to join our growing Enterprise Team. You will be invited to participate fully in the development of our exciting Social Enterprise which offers many opportunities for growth and development.

Key Responsibilities:

- To uphold the reputation and values of our organisation when dealing with customers and colleagues.
- To create and maintain a friendly, vibrant and supportive atmosphere across the enterprises, whilst ensuring high standards of customer service.
- To work as a member of the wider Reader Group team through engaging customers in conversations about The Reader Group's charitable mission and plans for Calderstones.
- To comply with our food safety management system and health and safety requirements, including daily HACCP (Hazard Analysis and Critical Control Point) diary entries. Training will be provided.
- To maintain high levels of hygiene and cleanliness in all areas of each enterprise.

- Preparing and presenting food and drinks to a high standard. (This includes the café's barista service, breakfast and lunch menu and the parlours ice cream offer (training will be provided)).
- To undertake general duties including till/cashier duties, taking food orders, clearing of tables, washing of dishes, maintaining stock levels. All duties will be completed in line with our high standards of customer service.
- To work as part of a team to ensure the setting up and closing down procedures are followed efficiently and effectively.
- To provide practical help in the café kitchen and to undertake any other reasonable duties as requested by supervisor/manager.
- To be an active member of the team, undertake training, contribute to team meetings and take responsibility for personal development.

Person Specification

The Reader Enterprises are a key way in which the charity meets the public at Calderstones. Therefore, we need staff who are friendly and who have or are able to learn great customer service skills. We are looking for someone who is kind but bold, who can lead others, cares, is willing to work hard and does what it takes to get the job done. You will be a person of integrity, honest, straightforward and able to speak up about things that matter.

Essential Criteria:

- Full flexibility across 7 days – must be able to work any days and hours given
- Be willing to learn about and align yourself with our ethos and values. Be able to demonstrate an understanding of the wider work of The Reader Group, and its social values and have a good understanding of the purpose and social mission of The Reader Group at Calderstones
- An interest in working within the catering and hospitality industry and an ability to learn quickly on the job.
- Show enthusiasm and energy and have the ability to use your own initiative and work independently with minimal supervision.
- A resilient individual with the ability to work under pressure in a fast-paced environment, dealing professionally with customers and colleagues at all times.
- Excellent communication and customer service skills.
- An individual with a high level of personal integrity and who combines this with good organisational and time management skills.

Desirable Criteria:

- A passion for literature
- Experience of working within the Catering and Hospitality industry or similar fast paced environment.

Employee Benefits

- 30 days leave allowance a year plus bank holidays (pro rata dependent on FTE)
- Employer Pension Scheme – Auto enrollment begins three months after start date. Payments are matched 4% on auto enrollment scheme and 6% on standard scheme by The Reader.
- Flexible working policy (44% of staff work flexibly, *January 2021*)
- Opportunities for personal development, including external training
- Head Office based within Calderstones Park
- All employees have access to an Employee Assistance Programme with Health Assured
- Four employees are Mental Health First Aid Champions being able to provide advice to staff

Pre-Employment Checks

- All employment offers are conditional upon receipt of two satisfactory professional references. Referees will be sought from an applicant once an offer of employment is made and referees will not be approached without the applicant's permission.
- All contract types are subject to a probationary period of 6 months.
- Where necessary and appropriate for the role, a relevant DBS check will be undertaken as part of the onboarding process.

How to apply

Visit www.thereader.org.uk and select the 'Get Involved Section' where you will be able to view and download an application form. Please complete the application form and submit to aurakershaw@thereader.org.uk

Equal Opportunities

We are committed to attracting diverse candidates. Applicants who meet our minimum (essential) criteria and identify as one of the following will be guaranteed an interview.

- Black, Asian and Minority Ethnic
- LGBTQ+
- Those with disabilities
- Those with unconventional life experience or educational background

Deadline for applications: Ongoing

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

Selection Process

If successful at shortlisting, you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.

Attending the Interview

We will cover travel expenses for anyone who is not currently in a position to do so.

If you need any more information on the format of the interview, who will be interviewing, and what to expect on the day, please contact laurakershaw@thereader.org.uk.

If you have any special requirements, please let us know in advance and we will be happy to make any adjustments needed.



The Reader is supported by:



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ENGLAND**



Steve Morgan
FOUNDATION