

RECRUITMENT PACK



☎ 0151 729 2200
🌐 www.thereader.org.uk
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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

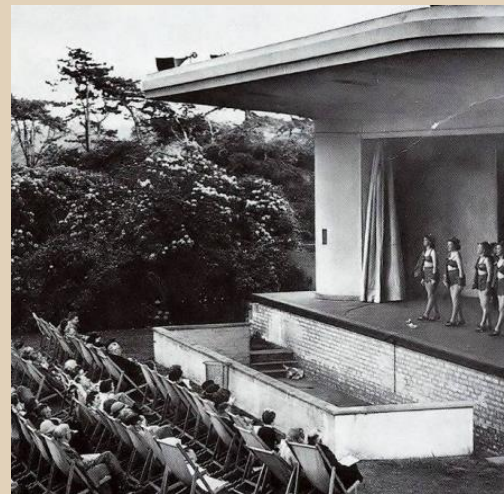
Our Head Office is based in the Mansion House in Liverpool's Calderstones Park.

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 Supervisor

Hours/FTE	20 hours per week
Reports to	Front of House and Events Manager
Based	Calderstones Park, Liverpool, L18 3JB
Contract	Fixed Term
Salary	£9.33 (£10.50 as of 1 st April 2022)
Closing date	Ongoing
Vacancy Reference Code	5/2022

About the Role and Key Responsibilities

Our Café, Ice Cream Parlour and events businesses 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, experienced and honest individual who is comfortable supervising others to join our growing Social 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.

In this role you will work across all of our Social Enterprises at The Reader, including our Café, Ice Cream Parlour and events, working within a team that is developing and delivering a range of profitable catering offers that work in harmony with The Reader's ethos and vision, consistently delivering a high level of customer service.

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.

Key Responsibilities:

- Uphold the reputation and values of our organisation when dealing with customers and colleagues.
- Create and maintain a friendly, vibrant and supportive atmosphere across the enterprises, whilst ensuring high standards of customer service.

- Be a key holder with responsibility for opening up and setting down the catering sites. This involves the application of specific tasks such as cash handling and daily till reconciliation procedures. Training will be provided.
- Prepare and present food and drinks to a high standard, this includes the café's barista service, breakfast/lunch menu and the parlour's ice cream and drinks offer. Training will be provided.
- Be the first point of contact on a shift for dealing with any customer service, resourcing or technical problems such as customer complaints, till problems or staffing issues.
- Ensure the smooth running of shifts or events which includes, maintaining stock levels, operating the till and supervising Catering Assistants and Catering Volunteers to ensure an excellent service.
- Deliver training to new members of staff and provide ongoing guidance and supervision to Catering Assistants and Catering Volunteers.
- Provide practical help in the Café kitchen and to undertake any reasonable duties as requested by manager.
- To be an active member of the team, undertake training, contribute to team meetings and take responsibility for personal development.

Person Specification

Essential Criteria:

- Experience of working on a bar.
- Experience of working within the catering and hospitality industry or similar fast paced environment.
- Highly motivated with the ability to use own initiative to resolve problems with minimal supervision.
- Excellent communication and customer service skills with the ability to develop good relationships with colleagues and customers.
- Have enthusiasm and energy with the ability to adapt to situations quickly in fast paced environments.
- Strong organisational and time management skills with an eye for detail, particularly around the presentation of the catering offer.
- Can demonstrate high level of honesty and integrity, ensuring that correct procedures are followed at all times by the Enterprise Team.
- Be willing to learn about and align yourself with the ethos and values of The Reader.
- Be able to demonstrate an understanding of The Reader's wider work and social values, having a good understanding of the purpose and social mission of The Reader at Calderstones.
- Flexibility to be able to work on a rota basis spanning 0800-1800, Monday to Sunday.

Desirable Criteria:

- Experience of supervising, training and developing others.
- Experience of working with and developing volunteers.

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 send CVs to laurakershaw@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

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.

- A high volume of applications may make replies to everyone impossible.

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