

RECRUITMENT PACK



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#SharedReading

The Mansion House,
Calderstones Park
Liverpool
L18 3JB

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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

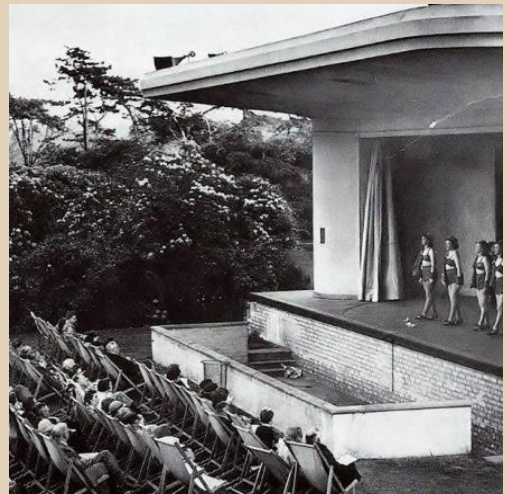
Our Head Office is based in the Mansion House in Liverpool's Calderstones Park.

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



719

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



13,766

beneficiaries reached
through Shared Reading
activities



28,154

beneficiaries engaged
with our activities

Data taken from April 2019 to March 2020

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.



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%*

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



Facilities Coordinator

Hours/FTE	1 FTE / 35 hours per week
Reports to	Facilities Manager
Based	The Mansion House, Liverpool, L18 3JB
Contract	Permanent
Salary	£22,000
Closing date	5pm, Tuesday 5 th July

About the Role and Key Responsibilities

The Facilities Coordinator is a key part of The Reader's sites team. You will have held a similar role in the commercial, social enterprise or charitable sector and be able to demonstrate how this experience will translate to this new role. You will need to be flexible and willing to work with the whole team to solve problems we encounter as we grow. You will have a good level of physical aptitude for maintenance tasks. You'll be able to demonstrate your adaptability and willingness to learn.

Key Responsibilities

Knowledge and Skills

- Bring a sound knowledge and understanding of The Reader's work
- Broad knowledge of maintenance matters, methods, tools and materials, and a desire to learn more
- Represent the organization as a point of contact for external contractors, including critically assessing approaches to work and assessing quality
- Provide a strong aptitude for creative thinking and solo and group problem solving
- Provide an excellent eye for re-use opportunities and good environmental consciousness
- High level of flexibility and the resilience to be pulled in different directions at short notice.
- Provide response in emergencies, such as unplanned escape of water, including outside of normal business hours, working with other colleagues from across the site teams. This may include contributing to an on-call rota.
- Support the organizations compliance with legislation and guidelines relevant to how we run our site, taking ownership of processes where required by the team.

- Provide design feedback and creative input to other teams to help influence requests and requirements
- Provide independent and creative thinking at some times, and closely follow direction of others including working directly supervised for extended periods
- Undertake work in potentially difficult and sometimes hazardous circumstances which require great care, including in all weathers
- Act as Operations Lead for the site where required, including locking up and alarming/opening up and liaising with City Watch where required

Leadership and People Management

- Informal supervision and development of the Facilities Assistant
- Informal training and development of the team, both up and down, due to the very broad skill mix required by the team – teach others where you have the strongest knowledge, learn from them where they know more. Sometimes act as point of reference to others in the team

Communication

- Regularly communicate with the rest of the organization about the work of team through the weekly update
- Regular informal communication with the Operations, Catering and Front of House teams. Able to understand and succinctly share plans, intentions and other information

Liaison and Networking

- Liaise with other teams to feedback requests and requirements from other teams, and to provide updates to teams on progress
- Liaise with contractors and service providers

Planning and Organising

- Take the lead on the planning and delivery of team construction/renovation projects
- Be responsible for the organization, safety and efficiency of the team's storage and particularly the basement workshop
- Inform and raise purchase orders for authorization for when we are low on tools and materials
- In the absence of more senior team members, act as the day-to-day planner for the team's work
- Cost up and arrange procurement of goods and materials for team works, seeking best value for the organization

Initiative and Problem Solving

- Continuously make decisions, large and small, in the course of day-to-day activity, sometimes with reference to more senior colleagues, sometimes relying on own initiative where reference to other colleagues is impractical or the question is a site work based one
- Identifying and developing solutions to problems is a core requirement of this role

- Routinely deal with challenging problems which do not have obvious solutions
- Regularly apply creative thinking to issues large and small
- Occasionally contribute to dealing with safeguarding and welfare issues that come up on site, such as responding to missing person reports. Ultimate decision-making responsibility to be with more senior colleagues, but reactive contribution is required.

Decision Making and Freedom to Act

- Decision making on a day-to-day level will sometimes have impacts above that typical of Coordinator level, including with significant potential impact on fabric of assets and health and safety. Reference will be made to more senior colleagues, but this is not always possible in rapidly developing site situations - such situations are intrinsic to the job

Teamworking and Collaboration

- Contribute to the Facilities Team as a key member of the group, supporting and deputizing for the Facilities Manager, working with the Head of Facilities & Capital Development, and sometimes providing leadership and supervision to the Facilities Assistant
- Lead and support volunteers in their work, such as garden, facilities and other Reader volunteers

Any other duties commensurate with the grade, including taking part in, or leading a Shared Reading group.

Person Specification

Essential Criteria:

- Trustworthy, honest, hard-working and reliable
- A team player – able to maintain own morale and support others to do the same in difficult circumstances
- Flexible, and able to change focus rapidly
- Well organised with an ability to work under pressure
- Experience in record keeping and development
- Experience in supervising others in their work
- Experience of working at height
- Experience of working in confined spaces
- Experience of working with hazardous materials
- Experience of working with power tools
- Excellent attention to detail and ability to problem solve
- Excellent practical skills and aptitude

- Broad knowledge of practical matters related to buildings, groundworks, maintenance, tools, materials and equipment
- Ability to informally train others in areas of personal strength
- Ability to maintain high standards in difficult and uncomfortable circumstances of work, including sustained manual labour
- Excellent understanding of general safe working practices, and the confidence to bring them to the fore in all aspects of work, including an ability to challenge approaches of more senior colleagues where appropriate
- 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
- Good written communication skills
- Excellent verbal communication skills, able to succinctly explain issues to different types of people internally and externally
- Good working knowledge of relevant H&S and site working legislation

Desirable Criteria:

- Good basic IT Skills
- IOSH Qualified

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 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

Deadline for applications: 5pm, 5th July 2022

- NB: applications arriving after 5pm 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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**ARTS COUNCIL
ENGLAND**



Steve Morgan
FOUNDATION