

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

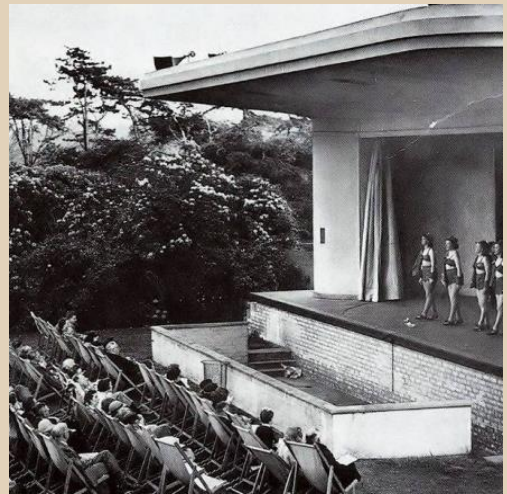
Our Head Office is based in the Mansion House in Liverpool's Calderstones Park.

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



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



Operations and Events Coordinator

Hours/FTE	Full time (35 hours per week across 7 days on a rota basis. Monday – Sunday)
Reports to	Calderstones Site Operations Manager
Based	The Reader, Calderstones Park, Liverpool, L18 3JB
Contract	Permanent
Salary	£22,000
Closing date	5pm Thursday 7 th July 2022

About the Role and Key Responsibilities

This is an exciting opportunity for a positive and practically minded individual with an aptitude for maintaining high standards to join our Operations team at Calderstones Park.

The Reader's Calderstones site is a large multi-purpose community setting for our Shared Reading mission, with a focus on social enterprise activity to support the charities wider work across the UK. As a member of our Operations team, you will be responsible for overseeing the safe running of activity on site.

As Operations and Events Coordinator you will also have the responsibility of overseeing the successful delivery of a number of our internal programmed events and private hire events at Calderstones Mansion House.

Key Responsibilities

Knowledge and Skills

- Ability to oversee safe running of activity across a large and busy site, taking a lead role in the managing of incidents and emergencies whilst on duty.
- Key Holder experience is essential for this role, as you will be the site lead across our park buildings ensuring all areas are safe and secure using locking and alarm systems.
- Support and assist clients in running their event effectively on the lead up to the event date and during the event, ensuring that they are delivered to a high standard.

Leadership and People Management

- Ability to supervise the shifts on site in the absence of the scheduled staff member/volunteer.

- To be a first responder for Health & Safety incidents and emergencies whilst on duty, managing site staff to assist with emergencies across the Calderstones site.
- To lead events shifts, where you will supervise a front of house team to set up and deliver events to a high standard.

Communication

- Have strong interpersonal skills and has the ability to communicate effectively with staff, volunteers, group members, and members of the public
- To liaise with office tenants on a daily basis to ensure any problems they have are resolved
- To effectively deal with visitor complaints/queries and aim to reduce or eliminate escalation of complaints. Provide feedback to the appropriate Manager/Head of Department
- Communicate planning information about activity between our Operations Team, Programming, and Front of House Team to plan and deliver onsite activity successfully

Liaison and Networking

- Use of our online room booking system to organise structured weekly plans of operational tasks and events taking place across site (training delivered).
- To prepare and carry out daily briefings for staff and volunteers across the site to ensure all scheduled activity is communicated and understood.
- Ensure the building is safe and secure- preparing rooms for scheduled activities and ensuring our social enterprises (Bookshop, Café, Ice Cream Parlour) are open safely and compliant with Health & Safety regulations.

Initiative and Problem Solving

- To assist the catering, events, and volunteer teams to cover breaks, sickness, staff shortages, cleaning etc.
- To ensure that all public areas including the toilets, reception foyer, corridors, period room etc. are presentable and welcoming at all times
- To identify and report any maintenance requirements for equipment for the premises
- To effectively deal with visitor complaints/queries and aim to reduce or eliminate escalation of complaints. Provide feedback to the Operations Manager.

Decision Making and Freedom to Act

- Responsibility to make site decisions of full/partial closure of site in the event of threats to life or health and safety risks (adverse weather conditions, fire safety, public health) reporting to the Operations Manager for support.

Team working and Collaboration

- Work across a number of departments in The Reader to ensure smooth running of site activity.
- To take a lead role in the managing of incidents and emergencies whilst on duty.
- To support the commercial aspect of the site and work alongside the Head of Front House and Events Manager in the smooth delivery of all internal and external events
- Ensure Health and Safety regulations are upheld across site, reporting any issues to the Operations Manager and Head of Facilities.

Person Specification

Essential Criteria:

- Has a proven track record of managing daily operational processes in the commercial and/or social enterprise sector
- Demonstrate excellent organisational skills with the ability to prioritise their workload and remain calm under pressure
- Experience of Key Holder responsibilities, demonstrating an ability to confidently open and close a large site and maintain alarm systems.
- Ability to work independently as well as collaboratively with colleagues within the Operations department and across all departments at The Reader's Headquarters and build relationships at all levels.
- Ability to work in a fast paced environment across a large site, checking the smooth running of all activity taking place in a number of different buildings based at Calderstones Park.
- Able to demonstrate an understanding of the wider work of The Reader, and its social values and that these values are represented at the site.
- Demonstrate a meticulous attention to detail in the daily planning and delivery of onsite activity.
- Confidence in liaising with external public emergency services and ability to respond to incidents across the park.
- Proficient with IT systems, including use of Office 365 programs
- Willingness and availability to work flexibly over a 7-day week, which may include unsociable hours, weekends and bank holidays.

Desirable Criteria:

- UK driving license and access to a vehicle
- First Aid Training
- Customer Service Experience

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 jobs@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, Thursday 7th 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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Steve Morgan
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