

# JOIN THE READER TEAM





# WELCOME

**Thank you for your interest in working with us. We hope that in return we can offer you an exciting and varied job, a career filled with purpose, development opportunities and many additional benefits.**

The Reader is a national charity that uses the power of literature and reading aloud to transform lives. Everyone who works with us, regardless of their job title, plays a part in contributing to this. Our Shared Reading model brings people together to read great stories and poems - creating powerful moments of connection. In a world that feels increasingly divided, and with increased pressures on our mental health, Shared Reading offers us time and space to share what matters to us.

"Shared Reading gave me the confidence to believe in myself. I'd never experienced anything like it; just talking about what came up in our minds as we read the text. It was a small group, and nobody was trying to show off in a way that sometimes happens in academia.

It was gentle, and kind, and lovely. I thought it was amazing. I realised I didn't need any literary experience. In fact, I didn't need anything besides the openness to engage, connect and be present."

**Mariana**  
**Storybarn Coordinator**



We are very proud that wellbeing has been and always will be a priority here, and many of our staff stay with us for a long time because of this.

We are committed to benchmarking our salaries regularly to ensure we provide good pay in a competitive sector, offering opportunities for personal development and career progression and enabling staff to experience the life-changing benefits of Shared Reading.

We are based at the beautiful Mansion House in Calderstones Park in South Liverpool, and a nationwide charity whose values and ethos span our remote team and the communities we support. The Reader is 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. Our work is supported by a collective of commissioners, grant funders, corporate partners and individuals.

**Jemma Guerrier**

Managing Director



"At The Reader you are a person, you're thought of as a complete individual and your needs are taken into account. It's allowed me to 100% be myself at work."





# WHAT SHARED READING DOES

"It's about feelings.  
It's about reading something and saying 'that's just made me feel this' - it's about connection. That's what happens in the room in between the story."

If you're new to literature or not, the impact of getting together and connecting through reading aloud, whether a book or poem, is at the heart of everything we do. In contrast to traditional reading groups, in our Shared Reading sessions the reading takes place within the groups themselves, rather than in advance. The liveness of the reading opens up space for new thoughts to emerge and new connections to be forged. We read 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.

We know that our work is helping to improve wellbeing, reduce isolation and build stronger communities. We offer the opportunity for all our staff members to experience and benefit from shared reading. It is open to all and you don't need to be academic or have previous experience with literature. You might be surprised at what shared reading can do for you too.

**Katie Clark**  
Director of Literature



**85%**

say Shared Reading helps them to understand other people better

**95%**

say Shared Reading makes me feel better

**95%**

look forward to their group as an important part of their week



\*Shared Reading Adult Community Group participants,



# STAFF BENEFITS

- **Generous holiday entitlement.**
- **Holiday exchange scheme.**
- **Flexible working options including home, hybrid and remote options.**
- **A chance to experience the benefits of Shared Reading.**
- **Employee Assistance Programme.**
- **Hardship Fund.**
- **Enhancements to statutory provision for maternity / paternity and sickness absence.**
- **Beautiful head office location.**
- **Free onsite parking.**
- **Regular opportunities to visit for remote staff.**



**Hear from our people in their own words  
about why they love working at The Reader:**

**"If you're looking for an employer who cares about you and your wellbeing then it's the right place."**

We are extremely invested in the wellbeing of our people, particularly when it comes to mental health and vulnerability.

**"There is always a very open dialogue with regards to new roles. I was encouraged to go for another role if it was out there. I was allowed to develop as I could and make my own decisions."**

We are hugely supportive of career development and proactively provide opportunities for our people to develop and grow. We offer lots of different progression paths, including into other roles and departments.

**"When I'm having a bad day I tell myself that I'm helping support the people who deliver those Shared Reading groups."**

We are mission driven and values led. We offer company wide annual 'Think Days' where we all get together to enjoy Shared Reading.

# OUR VALUES

**Our values reflect and shape our behaviour and guide our volunteers, staff, trustees and supporters as we work together to bring people together and books to life.**



## **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.





# 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](mailto:jobs@thereader.org.uk)**

# APPLICATION PROCESS

"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."



**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. Where necessary and appropriate for the role, a relevant DBS check will be undertaken as part of the onboarding process.**

## How to apply

Visit [thereader.org.uk/jobs](http://thereader.org.uk/jobs) to download an application form. Once completed, please send to [laurakershaw@thereader.org.uk](mailto:laurakershaw@thereader.org.uk). Unfortunately, if we receive a high volume of applications, we may not be able to reply to everyone individually.

## 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 interview. There may be an informal stage for some roles, for other roles we may also ask you to complete a task ahead of or at the interview, and for some roles we will hold a second stage interview. We will keep you informed of our expectations during the process. We will provide all interview questions in advance.

## 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](mailto: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.**



# SALES & ADMINISTRATION COORDINATOR

**HOURS/FTE:** 35 hours per week / 1 FTE (Monday - Sunday on a rota basis)

**REPORTS TO:** Events Manager  
**BASED:** Calderstones Park, Liverpool, L18 3JB

**CONTRACT:** 12 Months Fixed Term  
**SALARY:** £22,587.90 per annum

**CLOSING DATE:** 9am, Wednesday 30<sup>th</sup> April 2025

**VACANCY REF** CO\_300425  
**CODE:**

## 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 team to support all sales and admin across our commercial teams at Calderstones.

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 charity's wider work across the UK.

The role requires a resilient individual who can both assist others and act on their own initiative, using common sense and discretion, while working to tight deadlines.

Duties of the role include scheduling meetings, full administrative support for the Events, Front of House and Storybarn team, managing the email inboxes for all teams.

Being the first point of contact for all sales enquiries that come to us via email, telephone call or walk ins to the Mansion House. Your role focus is to deliver excellent customer service, provide information, admin support and book meetings with the appropriate teams to ensure profitability and success of the Reader at Calderstones.

## **Knowledge and Skills**

- Awareness and understanding of role specific IT programmes and ensuring that systems are well maintained e.g. Yes Plan, SharePoint updated and managing bookings on Ticket Solve to ensure operations run in a smooth and organised manner
- Offer high quality organisational and administrative support for the commercial team at Calderstones and support in all elements of their work
- Knowledge of events and planning
- Fantastic communication and Customer Service skills
- Experience of a fast paced and dynamic office/site-based environment
- Skilled at working at pace

## **Leadership and People Management**

- Have strong interpersonal skills and the ability to communicate effectively with clients, guests, staff, volunteers, and members of the public.

## **Communication**

- Carry out all elements of customer communication. This includes socials, websites, emails. Ensuring all communications are in line with our ethos & aims.
- Provide monthly snapshot and narrative reporting to Senior Management.
- Communicate effectively across all departments in the organisation.

## **Liaison and Networking**

- Contribute to shaping the sales strategy and performance with a focus on retaining existing customers and expanding our reach.
- Build relationships with external event suppliers that your teams work with.

## **Planning and Organising**

- Use of our online room booking system to organise structured weekly plans of events taking place across site.
- Supporting our Events, Front of House, Operations team where needed to ensure the building is safe and secure- preparing rooms for scheduled activities and events.
- Responsible for orders of the day, briefs, guest numbers, dietary and catering orders for all events due to be delivered across site (Mansion House, Bookshop, reading rooms, café, Theatre room, Storybarn, garden) ensuring the Kitchen and delivery teams have correct information in ample time.
- Organising event room booking enquires (using Outlook inbox, phone and in person) by replying to enquiries, and following up enquiries.
- Managing the teams diaries for sales meetings and venue show rounds
- Support the team with the materials and resources needed for activities and sessions. Ensure resources are available at the required time by monitoring activity schedules, anticipating requirements and submitting and approving timely purchase orders.



## **Initiative and Problem Solving**

- Display good understanding of dealing with confidential information/data and the sensitivity required around this.
- To effectively deal with visitor complaints/queries and aim to reduce or eliminate escalation of complaints, in line with The Reader's complaints reporting procedure. Escalate any matters to the appropriate Manager/Head of Department when they are considered to have more significant consequences.

## **Decision Making & Freedom to Act**

- Take ownership of and resolve, where possible, any customer service concerns or complaints, as well as troubleshooting and stepping in to manage any operational issues.
- Make adjustments, in response to customer demand and staffing availability, to all programming. This is supporting the team and having the confidence to make decisions.

## **Teamworking & Collaboration**

- Work across teams at The Reader, adding value to the organisation. This includes weekly liaison with operations, Facilities & Catering team, Events, Programmes and Communications/Marketing to ensure delivery requirements are met.
- The role may be required to undertake other duties that support the administration of the effective running of The Reader.

## **Person Specification**

- Shares The Reader's beliefs, ethos and values and fosters a genuine willingness to work as part of a team to help us evolve and develop in the most exciting and positive ways.
- Previous experience in delivering high quality work in an administrative role
- Have a flexible and innovative approach to adapt, change and grow in a fast moving environment.
- Excellent organisational skills with the ability to work unsupervised and be self-motivated.
- Keen learner.
- Work in an enthusiastic and positive manner, with the flexibility to work weekends on a rota basis.
- Confident with excel, spreadsheets, reports.
- Excellent verbal and written communication skills, confident speaker.
- Ability to work under pressure, to deadline, managing conflicting priorities with a cool head.

If you're inspired by our mission, are looking for a new challenge, and want to work for a forward-thinking organisation at a really interesting time, we'd love to hear from you. Please send your completed application forms to [laurakershaw@thereader.org.uk](mailto:laurakershaw@thereader.org.uk)

# Find Out More

## Visit our website

For the latest opportunities and news, along with ways you can get support the Reading Revolution and details of where to find a Shared Reading group, visit [thereader.org.uk](http://thereader.org.uk)

## Follow us on social media

Follow @thereaderorg on Facebook, Twitter and Instagram for all the latest updates.

## Drop into a group

Experience the joy of reading aloud together in a Shared Reading group - for free and for everyone. Visit the website or call 0151 729 2200 to find a group near you.

## Tune into The Reader podcast

Discover what our Reading Revolution is all about and help spread the word. Listen on Spotify or Apple.



Find us @thereaderorg



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