

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



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

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 to download an application form. Once completed, please send to 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.

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

ASSISTANT EVENTS MANAGER (MATERNITY COVER)

HOURS/FTE: 40 hours per week / 1 FTE (Monday - Sunday on a rota basis)

REPORTS TO: Events Manager

BASED: The Mansion House, Calderstones Park, Liverpool, L18 3JB

CONTRACT: Fixed Term Maternity Cover

SALARY: £27,590.46

CLOSING DATE: 9am, 2nd March 2026

VACANCY REF MA_020326

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 Events Team 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 charities wider work across the UK.

As an Assistant Events Manager, you will also have the responsibility of overseeing the successful delivery of a number of our programmed events and private hire events here at Calderstones Mansion House.

This role will cover 7 days and most of your hours will be delivering events, which are mostly evenings and weekends.

Knowledge and Skills

- Ability to manage safe running of events across a busy site, taking a lead role in the managing of incidents and emergencies while on duty.
- 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.
- Key holder experience is essential for this role, with the responsibility for opening and closing the buildings on site, ensuring all areas are safe and secure using locking and alarm systems.
- First Aid lead for site.
- Excellent customer service.

Leadership and People Management

- Ability to supervise the shifts on site in the absence of the scheduled staff member/volunteer.
- To be first responder for Health and Safety incidents and emergencies whilst on duty.
- To lead events shifts, where you will supervise a front of house team to set up and deliver events to a high standard.
- Delivering customer service skills training to the Events and Front of House Teams.

Communication

- Have strong interpersonal skills and has the ability to communicate effectively with clients, guests, staff, volunteers and members of the public.
- 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
- Responsible for briefing events team on the day of delivery. Ensuring event team members understand their duties and timings for events. Demonstrate leadership with a hands-on approach and effective communication, engaging and motivating the team.

Liaison and Networking

- Work collaboratively across the organisation to develop strong relationships for site activity.
- Build relationships with external event suppliers.

Planning and Organising

- Use of our online room booking system to organise structured weekly plans of events taking place across site.
- Supporting our operations team ensure the building is safe and secure- preparing rooms for scheduled activities and events.
- Organising event room booking enquires (using Outlook inbox, phone and in person) by replying to enquiries, and following up enquiries.
- Assist Event Manager with Managing all the stages of events planning cycle, from inception to delivery

- Booking in client meetings and managing event diary alongside event manager
- Supporting the Events Manager with the development of the CRM system
- Manage bar stock levels, rotation of stock and responsible logging monthly stock takes- Make sure that prices are correct and up to date.
- Update bar tills when price change or menus change happen to ensure everything is updated and efficiently running
- Maintain good working relationships with internal Reader teams and communicate effectively, especially when organizing catering orders.
- Monitoring and printing off Catering orders for kitchen and site team to keep a check on changes and orders to be made

Initiative and Problem Solving

- To assist the front of house team to cover breaks, sickness, staff shortages.
- To ensure that all public areas including the toilets, reception foyer, corridors, period room etc. are presentable and always welcoming.
- To identify and report any maintenance or HSE issues to our Facilities team.
- To effectively deal with visitor complaints/queries and aim to reduce or eliminate escalation of complaints. Provide feedback to the Events Manager.

Teamworking and Collaboration

- Work across several departments in The Reader to ensure smooth running site activity.
- To be an active member of the events team, undertake training, contribute to team meetings and take responsibility for personal development.

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

Person Specification

- Demonstrate excellent organisational skills with the ability to prioritise their workload and remain calm under pressure.
- Leading and supervising our event assistant team
- 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 Events department and across all departments at The Reader's Headquarters and build relationships at all levels.
- Highly motivated with the ability to use own initiative to resolve problems with minimal supervision
- 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.
- Experience liaising with both private and corporate client bases, managing expectations to the highest level whilst respecting and adhering to the limitations of working in a public setting.

- Demonstrate a meticulous attention to detail in the daily planning and delivery of events
- Confidence in liaising with external public emergency services and ability to respond to incidents.
- Proficient with IT systems, including use of Office 365 programs
- Need to be fully flexible over a 7-day week, on a rota basis which will include unsociable hours, weekends and bank holidays.

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

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

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.



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