

# 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

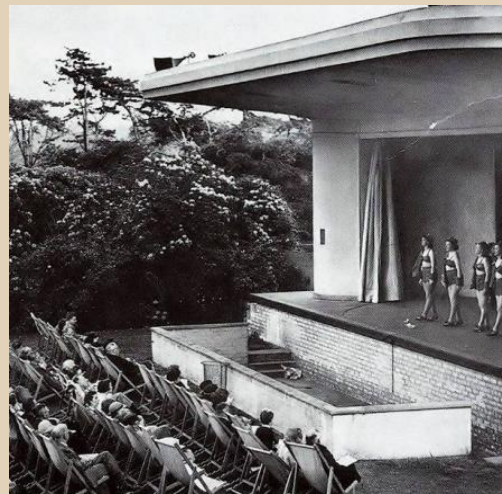
Our Head Office is based in the Mansion House in Liverpool's Calderstones Park.

With the support of The National Heritage Lottery Fund, 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

Data taken from April 2019 to March 2020



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, equity 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)



# Programmes Manager

Hours/FTE	Full time (35 hours) Frequent work at weekends to deliver the programme (as agreed) Regular working on the Calderstones site, which is a 7 day a week working environment. Flexible working arrangements will be considered
Reports to	Head of Programmes (currently on leave) interim reporting to Founder Director
Manages	Heritage Coordinator Programmes Coordinator
Based	Based at Head Office in Calderstones, Liverpool.
Contract	Fixed Term until November 2023 (with possible permanent extension TBC)
Salary	£26,000
Closing date	5pm, Monday 16 <sup>th</sup> May 2022

## About the Role and Key Responsibilities

This is an exciting and important role within the programmes team, which sits within the Literature Directorate. You will be responsible for managing an exciting and growing programme including literary & reading events, outdoor theatre and a significant programme of heritage projects.

A key part of the role will be delivering our National Lottery Heritage Fund (the Heritage Fund) supported project called “Making Meaning at Calderstones” – a two-year project that will help uncover and tell the stories of Calderstones as a significant place of meaning-making. You’ll work closely with Head of Programmes (or Founder on an interim basis) to lead the heritage vision for The Reader, ensuring the work we do in heritage is brought to life and embedded across the organisation. The project is already creating new and interesting ways for more people to experience heritage at Calderstones, providing a vital means of wellbeing support and reducing social isolation. The public-facing elements of the ‘making meaning at Calderstones’ project include:

- Around the World in Plants and Trees – a community-led exploration of the international botanical and natural history of the park.
- Making Meaning at The Garden Theatre – capturing the many precious memories of the theatre before they are lost.



- Diverse Connections to Calderstones – unearthing the site's challenging connections to the transatlantic slave trade and how this relates to Liverpool's wider maritime history and its connections to the transatlantic slave trade.
- Literature in Heritage – exploring the history of reading and of coming together to share stories.
- Heritage Storybarn Presents – a stomp through the past Storybarn-style for children and families.
- Opportunities for skills development, volunteering, work experience and employment for those who need it most.

You'll need to develop an in-depth understanding of the project aims, targets & approved purposes, and project manage all strands of activity, including overseeing the budget and risk register and leading cross-team meetings. We have ambitious plans to reach and engage audiences in new ways, and have developed a 'Front Door Key' an initiative which offers discounted/ free tickets across our programme to people living with disadvantaged circumstances around the local area, which you will lead. You'll work closely with our Director of Impact and external affairs to develop a strong understanding of the target audiences, and ensure our work has impact in equality, diversity and inclusion.

Alongside the Making Meaning at Calderstones specific project work, you will work with the wider Literature Directorate and programmes team, to create and manage the organisation of the wider programmes plan. You'll line manage the Heritage Programmes Coordinator and Programme co-Ordinator.

You are someone who is experienced in delivering multiple creative projects simultaneously, can manage work that involves a number of teams and external agencies, and are a flexible worker who can lend expertise to other teams as deemed appropriate. There are some creative elements to the role, but we are essentially looking for a highly skilled project management professional.

### Key Responsibilities

#### Knowledge and Skills

- Use your extensive and varied experience to deliver the targets and overall goals of the programme and project manage the full Making Meaning at Calderstones programme of work
- Able to quickly develop an understanding of all Making Meaning at Calderstones project strands enabling you to lead bi-weekly cross organizational team meeting and resolve all team queries and feedback relating to the project
- Creating and managing comprehensive project plans and effective project management processes to ensure all approved purposes are delivered on time and to budget
- Overseeing and managing the Making Meaning at Calderstones budget and risk register (cross organizational)
- Develop and demonstrate a clear understanding of audience and EDI targets and the project's specific KPI's and outcomes
- Deliver & implement the Front Door Key project within the Making Meaning at Calderstones programme of work

- Develop comprehensive briefings for all relevant teams involved in each project you're delivering, defining and assigning roles and responsibilities
- Proactively contribute ideas for the programme by keeping abreast of industry trends/activity – bringing new ideas to the programme aligned with the Reader values and team objectives
- A keen reader with a wide range of potentially applicable texts in your own personal library
- Leadership and People Management
  - Lead the Reader's heritage vision & work and ensure it is integrated across all departments – identifying and creating opportunities to embed the understanding of heritage into the wider organization
  - Line-manage the heritage coordinator and programme coordinator, including monitoring their development by carrying out quarterly reviews, performance management and sickness and holiday management
  - Develop the project management and coordination skills of team members in the programmes team by creating learning and shadowing opportunities where appropriate
  - Lead the team to coordinate planning and effective input into the cross-organisational planning process
  - Carry out lessons-learned review process at the end (or at appropriate stage) of each project strand, working with all involved teams to find out what went well and what could be improved, and share findings with other relevant teams
- Communication
  - Ability to liaise and communicate with staff across several departments, including senior management
  - Lead the communication of project plans and key milestones to stakeholders – both internal and external, using discretion and discernment when communicating with 3rd party stakeholders
  - Manage relationships with external organisations collaborating with the programmes team on relevant projects, such as digital agencies and community groups, ensuring they deliver a quality of work that reflects the values and mission of The Reader at Calderstones
  - Work closely with Development team to co-ordinate Funder reporting (quarterly) including attending regular the Heritage Fund update meetings to report on project progress and discuss any challenges as required.
- Planning and Organising
  - Ability to organize & prioritise time and workloads under your own steam, work to tight deadlines, & manage conflicting priorities
  - Responsible for overseeing the planning and delivery of the Making Meaning at Calderstones programme of work,

managing a comprehensive project plan and timeline, and ensuring associated teams have all they need in order to progress the project deliverables

- efficient input of all project activity data into internal systems such as CRM
  - Create, update and monitor the wider Reader Programme plan, including oversight of workplan for team, leading on programmes team input into the cross-organisational planning process.
  - Keep an up to date programme calendar, making sure programmed work is planned ahead and included in all organisation-wide planning documents and systems such as Yesplan
  - Oversee the timely briefing of key events and activity into delivery teams such as communications, operations, facilities & monitoring and evaluation
  - Working alongside the Monitoring and Evaluation team, ensure well-thought out evaluation plans in place for the Making Meaning at Calderstones project and programme events under your remit
  - Responsible for ensuring that The Reader meets its obligations in terms of budget and outcomes agreed as outlined in the Heritage Fund 'Making meaning at Calderstones' bid
- Initiative and Problem Solving
    - Use initiative to think creatively and independently about challenges that arise on fast moving programme projects and work to identify solutions alongside Head of programmes
    - Manage and adapt accurate budgets. Take responsibility for the Heritage Fund budget and appropriate use of funds, working alongside the Head of Finance to report to the Funder as required
    - Thinking creatively to come up with new ideas for the programme, and the best methods to reach our target audiences
  - Decision Making and Freedom to Act
    - Take responsibility for the successful delivery of the Making meaning at Calderstones project
    - To devise solutions to potential challenges that arise under pressure, and apply them during live or event situations
    - Ability to think decisively and weigh-up different solutions to project challenges, assessing their risks and opportunities using previous varied experience and lessons learned
  - Teamworking and Collaboration
    - You will build close relationships with Reader teams involved in delivering programmes work, including (but not limited to) communications, operations & facilities, Children and Young People and the volunteer team, in order to make sure the work

we do is joined up and collaborative, initiating regular communication

- Ensure our programme has impact and reaches the agreed target audiences, working closely with our Director of Impact and External Affairs and our in-house Monitoring & Evaluation team to find the most effective ways of measuring our programme & building reports alongside Development.
- Responsible for ensuring programme team's scheduling, planning & reporting processes is smooth and well planned, and meets internal and external deadlines
- You will identify opportunities to delegate work to other members of the team, providing direction to members of staff
- You will contribute towards bids for relevant project work, including creating and inputting ideas, targets & proposed budgets

## Person Specification

- Experience of delivering and managing projects, programmes or events
- Experience managing cultural project work
- Experience or working in a heritage context or an interest and ability to learn
- Experience of literature/reading work, including your own life as a reader
- Able to work with and manage closely a range of varied partners and collaborators, internal and external
- Able to plan and prioritise workloads with limited resources, and respond flexibly to changing circumstances
- Ability to work under pressure, delivering to tight deadlines, managing conflicting priorities
- Problem solving skills, able to think of creative solutions in fast paced working environment
- Excellent communication skills with a strong background in liaising with a range of stakeholders internally and externally
- Capable of understanding facts and figures, including ability to monitor and report
- Good interpersonal skills, including well developed listening skills, able to empathise with others and view situations from different perspectives
- Able to demonstrate a good understanding of The Readers' wider work and its social mission, and show a commitment to our values
- Ability to contribute to a site that is open 7 days per week. You will need to be able to act as operational site lead for events during evenings and weekends as agreed

## 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](http://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](mailto: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, Monday 16<sup>th</sup> May 2022

- NB: applications arriving after 9am 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](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.

This role is supported with thanks to players of The National Lottery.



The Reader is supported by:



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



*Steve Morgan*  
FOUNDATION