

Job description

Job title:	Head of Effective Delivery
Salary:	£55,000 to £58,000 per year
Contract:	Permanent
Hours:	35 hours per week
Directorate:	Communities and Local Areas
Reports to:	Assistant Director of Place-based Working
Direct/indirect reports:	2 direct / 32 indirect

Our mission

The National Literacy Trust empowers children, young people and adults from disadvantaged communities with the literacy skills they need to succeed. We work directly with young people and their families, with the 8,000 schools in these communities, with nurseries, prisons, YOIs and through our teams leading community literacy programmes in 20 places in the UK facing the biggest literacy and poverty challenges. Our research makes us the leading authority on literacy and drives all our work. We are committed to becoming a more diverse and inclusive charity, better at listening to, and working in partnership with, the communities we exist to serve. Literacy is a vital element of action against poverty and our work changes people's life stories.

Purpose of role

This new role has been created to help us meet the challenges of a rapidly growing team within a rapidly growing organisation. Working closely with our research and evaluation team, you will be responsible for ensuring the effectiveness of our 20 place-based programmes of work (Literacy Hubs) around the UK.

You will review current delivery and identify ways to make it more effective and impactful for our priority communities. This will include how we can enhance quality, develop different delivery mechanisms and ensure that all delivery is rooted in evidence-based practice which supports behaviour change and long-term better outcomes. You will need to develop a quality framework that can be applied to our place-based work, ensuring it aligns with our organisational theory of change. You will also facilitate cross-team and cross-organisational sharing of best practice and support our work to develop a more integrated approach to delivery across all our programmes and campaigns.

We have expert and experienced delivery teams in place already. You will bring insights and capacity to take our delivery to the next level, achieving even greater impact in Hubs and collectively across the network.

As a member of our extended leadership team, you will also support the development and delivery of our organisational strategy and contribute to creating a strong organisational culture.

Key contacts

You will work closely with the research and evaluation team, across the whole communities and local areas team and with our education team and other specialist delivery teams. External contacts will include strategic partners across our Hub network.

Outline of responsibilities

- Alongside the Assistant Director of Place-based Working, provide effective leadership of the Hubs national team to achieve more effective delivery by local teams across our 20 Hubs

- Provide effective line management for two members of the Hubs national team, and through them oversee the delivery of 14 Hubs
- Work with the Hubs national team to ensure that we provide accurate and informative information to the Strategic Steering Group in each area and that these groups are as effective and engaged as possible
- Support the team across all 20 areas to be as effective and impactful as possible across all their work streams (including through the development and implementation of a quality-framework and best-practice learning)
- Develop our community approaches, including both the activities delivered and how we work to bring together community empowerment and ownership with evidence-based knowledge of what works to achieve the greatest impact
- Working with the research and evaluation team, ensure that our work draws on evidence of how to achieve behaviour change, aligns to our theory of change and that impact is measured
- Work with the research and evaluation team to understand the key elements that create the greatest impact and ensure the teams to focus on those elements
- Support the Assistant Director of Place-based Working with the continued integration of our work across all parts of the National Literacy Trust, ensuring cross-team planning and delivery of work in our Hubs drawing on the expertise of different teams and working towards shared outcomes
- Live the values of the charity and help to build the organisational culture, demonstrating a commitment to equality and diversity
- Be a compelling and expert advocate for our work, including acting as a media spokesperson when necessary

This outline is indicative and is not intended to provide a complete list of duties. The postholder will also be required to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Person specification

Essential	Desirable
<p>Managing and building relationships with key stakeholders at all levels</p> <p>Experience of line management and change management at a senior level</p> <p>Excellent proven project management and delivery skills.</p> <p>Experience of delivering at scale while ensuring and improving quality and impact</p> <p>Report writing and evaluation of educational/social change projects</p> <p>A good understanding of programming inclusive and diverse events for children, young people and adults – including collective impact and principle of behaviour change</p> <p>Working efficiently to multiple deadlines</p> <p>Able to work independently and collaboratively.</p>	<p>Good working knowledge of schools and the education system</p> <p>Understanding of place-based working/multi-agency community programmes</p> <p>Bid-writing / fundraising</p> <p>Knowledge of behaviour change theory and how to apply to projects</p> <p>Experience of community empowerment and managing community driven projects</p>

Summary of terms

<p>Location:</p>	<p>You will be able to work regularly from home around the requirements of your role for in person meetings or travel. However, you will be contracted to our office at 68 South Lambeth Road, London SW8 1RL, and responsible for your travel to London when necessary. If you are based in one of our Hub or programme areas, you may be offered this role as a permanent home worker.</p>
<p>Flexible working:</p>	<p>We have a flexible working culture and encourage all staff to work in a way that enables them to be most effective in their role. This role will involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.</p>
<p>Travel:</p>	<p>This post will require regular national travel. Travel expenses will be paid when incurred in line with our expenses policy.</p>
<p>Safeguarding:</p>	<p>We are committed to safeguarding all those who come into contact with our work and all staff are required to follow our safeguarding policy for children, young people and vulnerable adults. This role is also subject to a Disclosure and Barring Service check.</p>

Team structure

Hubs National Team

