

Job description

Job title:	Hub Manager
Salary:	£35,000 per year
Contract:	Permanent
Hours:	Full-time, 35 hours per week
Directorate:	Communities and Local Areas
Reports to:	Project Manager, West Midlands
Direct/indirect reports:	1 direct

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 5,000 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

A Hub is a place-based response to the challenges of intergenerational low literacy, working with a range of partners to shape and deliver activity as part of a local strategy. Our Birmingham Literacy Hub was developed in 2019 in partnership with the University of Birmingham with a focus on raising the literacy levels of teenagers and adults from priority wards across the city who may face significant challenges.

You will lead our Birmingham Hub to achieve and evidence the agreed outputs and literacy outcomes. To do so, you will build partnerships, develop, and deliver projects, and support behaviour change campaigning activity, ensuring it is embedded within broader local priorities. You will also manage a Literacy Champions Officer and support them to recruit, train and support community volunteers.

This is an exciting and challenging role where you will be able to make a difference to the lives of thousands of children and their families in Birmingham. Core to success will be excellent relationship management, project management and a commitment to supporting the sustainable development of literacy for teenagers and adults across the city.

Key contacts

You will be a part of our communities and local areas directorate, working closely with school programmes colleagues. You will regularly liaise with our communications, development and research teams as well.

You will work closely with academics at the University of Birmingham, as our key partner, as well as other external contacts including local government, schools and other education settings, community organisations, volunteers, businesses, cultural organisations and other local stakeholders.

Outline of responsibilities

- Provide strategic leadership of the Birmingham Literacy Hub, working with key stakeholders to ensure it meets both local needs and agreed targets

- Manage high level project delivery, including direct delivery, developing and delivering the operational plan which supports our outcomes framework, safeguarding, risk management, quality assurance and event/volunteer management and training
- Provide effective line management and support for a Project Officer and their work
- Facilitate bringing in expertise of other internal teams, ensuring we provide an effective and tailored integrated offer to meet needs in Birmingham
- Identify and recruit partners – including schools, early years settings, libraries, business, cultural and sporting partners – to participate in projects, and provide excellent relationship management
- Support the roll-out of projects across other Hub areas – specifically Story Exchange – and work closely with colleagues to evaluate impact
- Maintain up-to-date mapping of current literacy activities, projects and levels within Birmingham, identifying gaps in provision and opportunities for improvement
- Support evaluation activity including maintaining records, administering surveys, collecting case studies, and uploading and analysing data digitally
- Contribute to the continuous improvement of the Hub including designing and delivering events, activities and content informed by community partners, and ensuring that our work in the area is sustainable
- Support internal and external reporting to a high standard, including drafting reports and presentations, and providing regular and timely project updates
- Represent the charity externally, including as a media spokesperson
- Using existing knowledge and experience of working with young people and adults to underpin all of the above and inform a dynamic approach to developing our Birmingham Hub, that understands the barriers communities face in bringing about positive change
- Report to local stakeholders who are members of the Senior Steering Group

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>Excellent project management skills Event planning and delivery Excellent communication skills Good knowledge of Birmingham Prior experience of working with teenagers / young people. Adaptable and flexible team player Working independently and problem solving IT skills Full clean driving licence and access to own vehicle</p>	<p>Volunteer management Previous work with schools, community organisations and/or young people in Birmingham Experience using a CRM database such as Salesforce or equivalent Understanding of the impact of poverty on children, families & neighbourhoods.</p>

Summary of terms

Location:	You will be based at the University of Birmingham, Edgbaston, Birmingham B15 2TT but able to work from home around the requirements of your role, in line with our working from home policy.
Flexible working:	<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.</p> <p>This role will involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.</p>

Travel:	This post will require regular travel around Birmingham, as well as national travel when required. Travel expenses will be paid when incurred in line with our expenses policy.
Safeguarding:	<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.</p> <p>This role is also subject to a Disclosure and Barring Service check.</p>