

## Job description

Job title:	Hub Manager, Nottingham
Salary:	£35,000 per year pro rata (full time or 0.8 FTE)
Contract:	Permanent
Hours:	28 to 35 hours per week
Directorate:	Communities and Local Areas
Reports to:	Programme Manager, Literacy Hubs
Direct/indirect reports:	2 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**

You will be responsible for leading the development and delivery of our Literacy Hub in Nottingham, which was launched in 2018. A Hub is a ten-year, 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.

You will build partnerships, develop and deliver projects, and support behaviour change campaigning activity, ensuring it is embedded within broader local priorities. You will be responsible for meeting targets agreed by a board of local stakeholders linked to literacy. You will also manage a small team of two local Project Managers.

The heart of the role is excellent relationship management, efficient project management and a commitment to supporting the sustainable development of literacy skills within Nottingham through community activation.

## **Key contacts**

As well as the communities and local areas team, you will work closely with our communications, development, early years, school programmes and research teams. External contacts will include local government, early years settings and schools, community and cultural organisations, funders – including Small Steps Big Changes, businesses, and other local stakeholders.

## **Outline of responsibilities**

- Provide strategic leadership of the Nottingham Literacy Hub, ensuring it meets both local needs and agreed targets
- Provide effective line management and support for the local team and their work with volunteers and community engagement
- Facilitate bringing in expertise of other internal teams, ensuring we provide an effective and tailored integrated offer to meet the needs in Nottingham
- Manage project delivery, including developing and delivering the operational plan which supports our outcomes framework, safeguarding, risk management, quality assurance and event/volunteer management and training
- Maintain an up-to-date mapping of current literacy activities, projects, and levels within Nottingham, identifying gaps in provision and opportunities for improvement

- 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 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 comprehensive project updates
- Report to local stakeholders who are members of the Senior Steering Group, which includes representatives from Nottingham City Council
- Represent the charity externally, including as a media spokesperson

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 Nottingham            Logical and well organised            Adaptable and flexible team player            Working independently and problem solving            IT skills            Full clean driving licence and access to own vehicle</p>	<p>Working in an early years, education, or community setting            Volunteer management            Experience working with schools, community organisations and/or young people in Nottingham            Experience using a CRM database such as Salesforce or equivalent</p>

## Summary of terms

Location:	You will be based in Nottingham and work from home, around the requirements of your role for in person meetings or travel.
Flexible working:	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.
Travel:	This post will require regular travel around Nottingham as well as national travel when required. Travel expenses will be paid when incurred in line with our expenses policy.
Safeguarding:	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.