

Job title:	Project Officer
Salary:	£25,000 per year
Contract:	Fixed term for 12 months
Hours:	35 hours per week
Directorate:	School programmes
Reports to:	Senior Programme Manager
Direct/indirect reports:	None

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 provide support for the delivery of our sport and literacy programmes and work with alternative provision (AP) settings.

We have four programmes that work in AP. They are all targeted at students in Key Stage 3 (age 11–14) who have been excluded or are at risk of exclusion from mainstream education. Game Changers uses texts which focus on role models and sport and focuses on comprehension skills. Represent and Empower are targeted at girls; Represent focuses on oracy skills, delivering increased resilience, wellbeing, relationships and communication, while Empower works to improve students' critical digital literacy skills. Words that Count is a financial literacy programme which aims to support teachers to deliver financial literacy education to students.

We also have a range of programmes that use sport to engage children and young people with literacy. The principal programme is Premier League Primary Stars (PLPS) and our role is to create and support the delivery of literacy activities, events and resources which use the excitement of football to engage pupils in primary school.

Our work includes working with sports clubs as well as community and education settings. You will support project delivery including recruitment of settings, evaluation administration, marketing, book ordering, event and training set-up (digital and in-person). As part of a team of five, you will also be involved with the delivery of other activities which are not related to sport or AP – for example, resources and activities that we produce to support schools on Holocaust Memorial Day.

Key contacts

You will work closely with the team project managers and senior programme manager as well as others across the school programmes department and other departments such as communities, communications and finance. External contacts will include staff at schools and club community organisations at sports clubs.

Outline of responsibilities

- Support with event management – for children, teachers and parents (virtual and in-person) – as well as high-quality training sessions and workshops for practitioners
- Support project settings with regular communication to collect information relating to current delivery points and to administer evaluation

- Support the team to recruit programme delivery settings – schools and Club Community Organisations – through targeted email and other communications methods, following a marketing plan
- Be responsible for the administration of STAR reading tests for Club Community Organisations
- Support the team with the design, proof, print and despatch process for resources, working with internal design and communications teams and external print organisations
- Maintain accurate and current records, including on our contacts database
- Support internal and external reporting, presentations and project updates
- Ensure timely and accurate processing of invoices and orders of our traded programmes
- Maintain publisher and author relationships including book ordering
- Manage programme administration including sign-up forms via links with our website and Salesforce CRM. This will involve the checking and processing of detailed data sets with a high degree of accuracy.
- Be first point of contact for team enquiries via email and phone, ensuring you respond in good time and provide a high level of customer service
- Work with the team to keep website content up to date; you may be asked to write copy for communications with stakeholders
- Develop and maintain administration systems and workflow processes

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
<ul style="list-style-type: none"> • Experience of administration and team support. • Experience of using databases and website content management systems. • Experience of using Zoom and Teams. • Experience of working with external stakeholders. • A good working knowledge of Microsoft Word, Excel and Outlook. • Excellent written and spoken communication skills to a variety of audiences, including the ability to communicate confidently with external stakeholders. • Excellent organisational skills, with attention to detail. 	<ul style="list-style-type: none"> • Experience in a related field, such as the education sector or children's literacy. • Experience communicating with schools and teachers. • Experience of producing marketing materials. • An interest in, and knowledge of, contemporary children's literature. • Experience of administrating online events.

Summary of terms

Location:	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. In practice, this is likely to be only once a month at most.
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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:	<p>This role may require national travel. Travel expenses will be paid when incurred in line with our expenses policy.</p>
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>