

Job description

Job title:	Project Officer, National Literacy Champions
Salary:	£26,000 per year
Contract:	Fixed term until end of January 2027
Hours:	35 hours per week
Directorate:	Communities and Local Areas
Reports to:	Project Manager, National Literacy Champions
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

2026 will be a National Year of Reading, a once-in-a-generation, UK-wide campaign to engage new audiences in reading and change the national reading culture for good. The National Literacy Trust will lead, develop and coordinate the National Year of Reading, ensuring a powerful and engaging national campaign which redefines reading for a new generation.

A core part of our plans is to mobilise thousands of volunteers across the country, including through our own Literacy Champions programme, which identifies, trains and supports volunteers to promote literacy in their local area.

This role will support the delivery of our National Year of Reading Literacy Champions projects. Part of our Literacy Champion volunteer programme, this project trains, engages and supports individual and corporate volunteers who are taking action to support literacy outcomes in their neighbourhood or workplace. This action includes everything from community book-swaps and reading corners, to book gifting and reading groups. This is a national project, supporting volunteers across the UK and working closely with internal teams.

You will be responsible for working with individual and corporate volunteers to identify volunteering opportunities and suitable activities. This will include training and supporting these volunteers and mobilising key community partnerships, including ordering resources, processing safeguarding information and maintaining accurate records on our Volunteer Management System. You will help create processes and resources that will allow these volunteers to deliver sustainable projects and activities that improve literacy outcomes.

Alongside delivery of this project, you will support the Project Manager more widely in work across our Literacy Champion volunteer programme.

Key contacts

You will work with internal contacts across our Communities and Local Areas team, as well as communications, fundraising and school programmes. External contacts will include Literacy Champions, community organisations, local stakeholders, businesses, and schools.

Outline of responsibilities

- Maintain contact with volunteers and support them to develop and deliver activities in their workplace or community in line with our targets and commitments to funders
- Create and deliver in-person and digital content, resources and training materials that supports our volunteers
- Support the delivery of high-quality training sessions and workshops and all associated communications with volunteers
- Engage volunteers by leading on the creation and delivery of monthly newsletters and through social media
- Support evaluation activity including administering surveys and collecting case studies from volunteers
- Identify opportunities for the improvement of our volunteer offer and work with the wider team to realise these.
- Maintain accurate and current records on our Volunteer Management System, Salesforce and with project admin
- Organise DBS checks and keep accurate records
- Work internally to ensure that systems and processes are delivered in a timely and accurate manner
- Support the work of the Literacy Champion Programme and the Communities and Local Areas team as required
- Perform administrative tasks as required by the Communities and Local Areas department

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
Experience supporting delivery of a project or event(s) in a charity or similar experience in a different context Excellent safeguarding practice Good communication skills Logical and well organised Adaptable and flexible team player Able to work independently and problem solve	Training, engaging and supporting volunteers Experience of developing resources and training materials Planning and delivering in person or online events Use of social media or marketing tools Use of CRM systems

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.
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 role will require national travel. 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.