

Recruitment information

Our work

Literacy changes everything.

It gives you the tools to get the most out of life, and the power to shape your future. It's the key to knowledge, confidence and inspiration. It's better results at school, and better jobs. If children grow up without the tools to communicate, without books to read or opportunities to write, it's harder to get where you want to go.

The National Literacy Trust is an independent charity helping people overcome these challenges and change their life chances through the power of words – reading, writing, speaking and listening. From first words, through school days to training, jobs and beyond.



Our mission:
**We empower people from
disadvantaged communities
with the literacy skills they
need to succeed in life.**

- We work collaboratively in local communities, focusing our work in 20 areas of the UK that are facing the biggest challenges.
- We support schools, developing the most effective tools and techniques and providing resources and programmes to engage and inspire children.
- We campaign to make literacy a priority for politicians and decision-makers.
- We support vulnerable adults, people in the criminal justice system and young offenders' institutions to build their literacy skills

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have 30 years' experience of delivering programmes and campaigns to improve literacy, and work closely with both national and local government. Our funders and partners include well-known brands such as McDonald's, WHSmith and The Premier League, and large multinationals such as Lancôme, KPMG and Amazon. We have an office in Vauxhall, London, but our team is distributed around the UK in the communities in which we 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.

Our strategy



Our values and behaviours

We have a fundamental belief that literacy is key to equality and social justice.

Our organisational values shape our behaviours, culture and programmes and strengthen our ability to impact on our target audiences.

- We are **focused** on our impact with the people who need us most: helping them change their life chances through the power of words
- It's in our DNA to be **enterprising**: we make a difference because we are willing to do things differently
- We make change happen together; by **connecting** with others we can do so much more
- We are **respectful** to everyone we work with, valuing each person's unique contribution.

We aim to be positive and enthusiastic about our ability to make an impact, proactive and able to think outside the box in unplanned situations, and committed to equality, diversity and inclusion in all aspects of our work.

Our culture

We work hard to develop an organisational culture that reflects our charitable mission and values. We expect all members of our team to be committed to social justice and interested in the role that literacy can play.

We value every member of our team equally, regardless of where they are based or the nature of their role. Our flexible working culture reflects the importance of our place-based approach and strong connections to the communities in which we work.

We are committed to learning – from each other, from the communities and partners we work with, from research evidence and from evaluation of our impact, both formal and informal. We are driven by intellectual curiosity, innovation and a passion for finding new ways to reach our audiences and deliver our mission, and by increasing our impact through partnership working.

With a team distributed across the UK, we value both online and in person interactions equally, and ensure we invest in opportunities to build strong connections across teams. Three times per year we hold whole organisation staff

days, with a programme of workshops, panel discussions, presentations and external speakers. The aim is to ensure every single member of staff has a chance to reflect on, and input into, our organisational strategy, learn from and be inspired by others and build connections and understanding across the organisation.

Our people

Our people are our most important asset and we value and respect diversity in all its forms (seen and unseen). We particularly welcome applications from Black and Asian candidates, people with disabilities and candidates from the communities in which we work. We would like to increase representation of these groups among our staff as we know greater diversity will lead to an even greater impact for our work. We are also committed to providing training, mentoring and support to help us bring new perspectives and experiences into the organisation, and ensure that our staff have the skills and understanding they need to talk confidently about the challenges communities face and our role in addressing them.

Our staff survey in 2024 found that...



Our structure



Our flexible approach to work

We encourage a flexible working approach that allows each person in our team to work in a way that suits their circumstances and enables them to contribute to our success, whoever they are, and be most effective in their role.

We have a home working policy that enables all members of staff to work from home up to 50% of their contracted hours without needing any additional agreement or flexible working request. Beyond this, roles may be categorised as suitable for regular home working (more than 50% of contracted hours with no upper limit). Decisions about suitability for regular home working are based on the requirements for each role – for example, it may not be practical for roles that require significant in person working in the form of meetings with partners, delivering programmes, training or events, or supporting office functions.

Roles that are based in specific communities or geographic areas outside London, where we don't have access to office space of a partner, will be offered as permanent home working roles, but may still require a significant amount of travel to support local activity, partnerships, and events.

Our benefits

Annual leave

You will receive a generous leave allowance of 39 days per year (pro rata for part-time staff), made up of 28 days' annual leave plus the closure of the office on all bank holidays and from Christmas Day to New Year's Day inclusive. For part-time staff, bank holidays are also granted on a pro rata basis.

Pension

All employees are automatically enrolled in our pension scheme with Royal London, with contributions beginning from your first day of employment. We contribute the full legal minimum for you – equivalent to 8% of your annual salary – and you can also make additional tax efficient contributions if you wish, although you do not need to.

Health and wellbeing

We are committed to supporting the health and wellbeing of every member of our team, through formal and informal approaches and a strong, supportive organisational culture. As well as our flexible working approach, you will have access to our benefits platform that provides a Cycle to Work scheme, employee assistance programme, free eye tests and discounted glasses, discount codes for shopping and leisure venues, discounted gym membership, dental plans and health assessments.

Family leave and pay

We are committed to supporting staff who have family or caring responsibilities, both through the flexibility we provide and our family leave and pay policy. Those with at least a year's service are entitled to enhanced pay during maternity, adoption and shared parental leave – this is six weeks on full pay, followed by 12 weeks on half pay, in addition to statutory entitlements (subject to conditions). We also provide enhanced pay during paternity leave for two weeks at full pay (subject to qualifying criteria).