



## Volunteering at Shannon Trust

### Community Admin Support Volunteer

### Recruitment Pack



## About us

Shannon Trust is a charity that transforms lives by supporting people to learn to read and improve other basic skills. We believe nobody should be left out of learning. We operate in most prisons across England, Wales and Northern Ireland. We also work with a number of partner organisations in the community, supporting their service users to learn to read.

Over 50% of people in prison, and 16% in the community, have a literacy level below that of an 11 year old. Many cannot read at all. This means they have reduced access to education, training and rehabilitation programmes which could transform their lives, and give them hope for a better future outside of the criminal justice system

Many of our team work remotely, with colleagues currently based in all parts of the country, from the North East to the South West and all points in between. We also have prison based colleagues who do a fantastic job of growing our programmes in their prisons.

Our volunteer friendly benefits include support and supervision, all volunteering out-of-pocket expenses reimbursed and ongoing training to support your role.

**"I didn't think that at the age of 72 it was going to be worthwhile. I have now been reading for 2 years and enjoying it."**  
Shannon Trust learner



## Our purpose, vision, mission and values

### Purpose

We support people in the criminal justice system to learn to read, and improve other basic skills so they can pursue wider opportunities and thrive in the community

### Vision

A future where everyone can experience the positive impact of learning

### Mission

To connect the power of volunteers, mentors and partners to offer a range of effective, accessible and flexible learning opportunities in prisons and the community

### Values

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited 'Ban the Box' employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment or volunteering has been made.

This role requires DBS vetting, it's important to acknowledge that this process can involve lengthy wait times for the vetting to be completed, particularly for candidates with lived experience. At Shannon Trust, we're here to stand by our candidates, offering support every step of the way.

### Beliefs

We believe that...

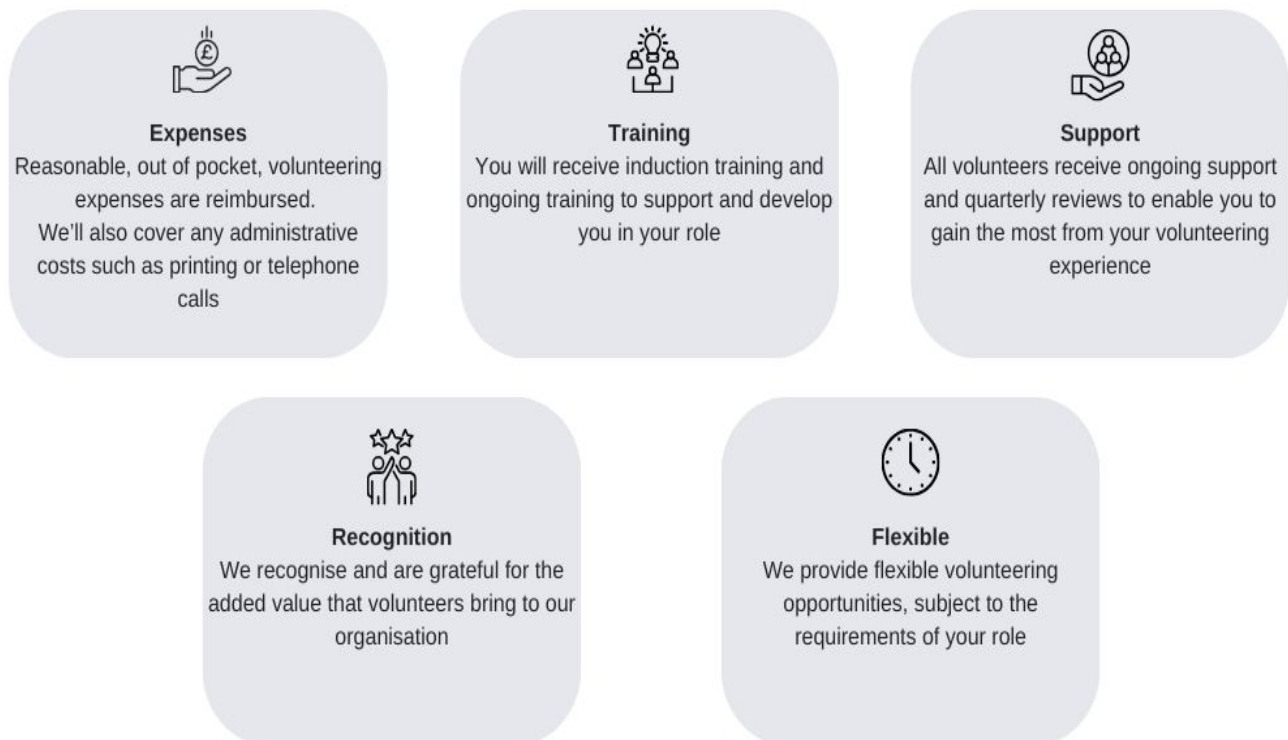
- nobody should be left out of learning

- self-belief is essential to personal growth
- learning can increase confidence, transform lives and reduce reoffending

## Looking after our people

At Shannon Trust, we value great people that work hard and have the skills and abilities to make a difference.

### Volunteer benefits



Being a Shannon Trust volunteer provides you with a number of benefits which can help you to develop both your personal and professional skills:

- Ongoing training to support your role
- Developing IT skills and support using up to date packages
- Relationship building
- Training, facilitation and phonics skills
- Chairing meetings
- Presentation skills

## Key information: Community Admin Support Volunteer

**Location:** Homebased

**Reporting to:** Digital Product Owner

**Hours:** 4 – 6 hours per week

### Role summary

Shannon Trust's vision is of a future where everyone can experience the positive impact of learning. We recently developed an online version of our Turning Pages reading programme, and we are currently in the process of doing the same with our Count Me In numeracy programme. As a community admin support volunteer, your role will help support the day to day running and ongoing development of both these platforms, ensuring that we are effective in responding to the needs of our users.

### Our values

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited 'Ban the Box' employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment or volunteering has been made.

## Volunteer role description

### Key Tasks and responsibilities

This is a new role to Shannon Trust and we are open to developing the role with the volunteer. These are a few tasks we would like support with:

- Work with the Digital Product Owner to develop and maintain training and guidance for people using Turning Pages Digital and Count Me In Digital
- Support the development of an effective helpdesk system and monitor any enquiries coming in, helping to resolve any issues or problems in a timely manner

- Contribute to the ongoing development of our digital platforms by collating user feedback, reviewing programme activities as part of our quality assurance process and attending regular meetings with the community team to discuss key findings
- Conduct competitor analysis to understand where Shannon Trust's digital products sit within the current landscape
- Complete any other key tasks as agreed/required

## Who we are looking for

### Key skills/ attributes

We do not need you to have any formal qualifications to become a Shannon Trust volunteer.

We are looking for someone who

- has excellent IT skills and a keen interest in working with technology and using a wide range of platforms
- has strong communication skills both written and verbal
- is comfortable at engaging with a wide range of stakeholders and good at working collaboratively
- has strong organisational skills and attention to detail
- understands and can adhere to the highest levels of confidentiality
- is able to give a regular, reliable commitment to their volunteer role
- has a commitment to the work of Shannon Trust and helping us to develop it further

Circumstances

- Able to commit to volunteering for a minimum of 12 months
- Able to volunteer from home or have access to other suitable office facilities
- Able to volunteer 4 to 6 hours per week
- Access to a personal laptop and a reliable internet connection

## Training, Induction and Support

Shannon Trust provides a wide range of training for volunteers. You will be expected to attend all mandatory training for new volunteers, some will be group training and some will be online. The training will provide you with the knowledge and understanding of the values and visions of the charity and practical support for your volunteer role.

You will receive a thorough induction into your volunteering role and quarterly review meetings to review and discuss your volunteering experience.

We want to ensure that volunteers' out of pocket expenses are not a barrier to their involvement with Shannon Trust. As such, reasonable expenses, including expenses for travel and meals, will be reimbursed.

### How to apply

- Complete our application form on Assemble, via our website.
- In some circumstances, volunteer vacancies may close early. Successful applicants will be sent interview questions in advance with notice to prepare.

**Closing date:** 26/05/2025

**Interview date:** 02/06/2025

**Induction date:** TBC