



Shannon Trust Digital Product Owner 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 all 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 employees work remotely, with colleagues currently based in all parts of the country, from the Northeast to the South West and all points in between. We've always supported home working, so you can be assured we know how to make you feel welcome and part of the team. We also have prison-based colleagues who do a fantastic job of growing our programmes in their prisons. We arrange in person meetings twice a year as a full staff team.

Our family friendly employee benefits include flexible working, a generous holiday allowance, Employee Assistance Programme and employee discount scheme.

"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. By focusing on learners' unique and individual needs, we can grow skills and confidence so they can reach their full potential.

Collaboration

We can't achieve our vision alone, so we are resourceful and collaborative. By working with mentors, volunteers and partner organisations, we can ensure our programmes are widely accessible across the criminal justice system and communities.

Inventiveness

We know reading can be the first step to transforming lives, yet we also recognise wider needs. Ambitious, energetic and creative, we take a learner-led approach to innovation to increase the breadth and impact of our work.

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. We know the work we do can be challenging, so we want to recognise and reward our team members for their dedication. Our employee benefits package puts you front and centre, so you feel valued working with us.

Pay and other benefits



Living Wage employer

We are an accredited Living Wage employer.



Pension scheme

We will contribute up to 5% towards your pension, provided you contribute 7%.



Working from home

Employees that are required to work from home will receive an annual tax free allowance.



Reward Gateway

Our employee discount platform is available to all Shannon Trust employees.



Death in service

Should the worst happen, your nominated beneficiaries will receive a payment of 2 x your salary.

Putting you first



Generous annual holiday allowance (30 days FTE).



Flexible working, subject to the requirements of your role.



We will pay for you to have an annual flu jab.



We will contribute up to £100 per year to support your mental and physical wellbeing.



You will have access to a confidential and independent 24/7 helpline with qualified counsellors and advisors.



We will pay for you to have a standard annual eye test and contribute £50 towards glasses or contact lenses if needed.



Once you've passed your probationary period, you will get 6 weeks of sick pay at full pay, then 6 weeks at half pay. We also support our staff with up to 5 days of paid compassionate leave, if it's needed.



In recognition of the importance of volunteering, you can take 2 days per year as paid leave to volunteer for other charities or voluntary groups.



We support parents and families with enhanced maternity, adoption and paternity leave, which is also available to same sex parents on the same basis.

Find out more about our [employee benefits on our website](#).

Key information

Location: Home Based

Reporting to: Community Learning Network Manager

Hours: Full time (35 hours per week)

Salary: £34,000 per annum

Role summary

Shannon Trust's vision is of a future where everyone can experience the positive impact of learning. We are seeking to expand delivery of our Turning Pages and Count Me In programmes across the UK by developing relationships with community-based organisations and supporting them to use these resources in house, training their own coaches to enable them to support service users to improve their reading and numeracy.

The Learning Network Digital Product Owner will be responsible for overseeing the day-to-day delivery of our Turning Pages and Count Me In Digital programmes, supporting learners, coaches and partner organisations to access these resources. They will also liaise directly with our digital partners to troubleshoot any issues or problems as they arise. In addition, they will also support creating an online network for community-based coaches using these resources to support learners.

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 has been made.

How to apply

- [find out more and apply](#)

Closing date: 6th January 2025

Interviews to be held 17th January 2025

Job description

Tasks & responsibilities

- Responsible for supporting colleagues and external partners to use Turning Pages Digital and Count me In Digital.
- Oversee a helpdesk function and ensure that any tickets logged by users are responded to within set timescales and any issues escalated.
- Collate feedback from learners, coaches and partner agencies to inform the ongoing development of Turning Pages Digital and Count Me In Digital.
- Oversee the development of a quality assurance process for both tools.
- Manage the relationship with our digital partner/s, attending regular stand-up and catch-up meetings as required and reporting internally on any key actions identified.
- Help to develop/maintain a digital platform where community-based coaches can access additional training. Peer support and resources.
- Develop and disseminate guidance for key stakeholders around the use of digital tools
- Liaise closely with our Learning Network Manager and support the development of our community-based work across schools and other key partners.
- Manage small technology volunteers to support key day-to-day tasks or identified projects.

Other

- Put the learner at the heart of what you do, actively contribute to a culture of learning, reflection, teamwork and development, in line with the organisation's values.
- Participate in regular one-to-ones and annual reviews, contributing to the identification of objectives and professional development goals.
- Carry out health and safety responsibilities in accordance with the Health & Safety Policy.
- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Shannon Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults

Person specification

Experience

Essential requirements

- Experience managing a wide range of relationships at different levels, including building partnerships and working collaboratively with colleagues and external agencies.
- Training delivery experience
- Business Development experience

Skills and abilities

Essential requirements

- Good organisational and planning skills
- Excellent communication skills, with the ability to adjust your communication style to different audiences.
- Ability to inspire, support and lead
- Ability to prioritise your workload, work autonomously and balance the needs of multiple programmes and priorities.
- Able to build positive relationships with external partners
- Ability to write clear, succinct reports, emails and other key communications.
- Ability to work in a results focused way, with a focus on the best outcomes for learners.
- Ability to foster and demonstrate the values, aims and objectives of Shannon Trust in your work.

Knowledge and understanding

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> • Understanding of the reasons why people might struggle with reading/numeracy and the personal and practical barriers to engaging with education faced by people 	<ul style="list-style-type: none"> • Knowledge/experience within the school system

Technical and qualifications

Essential requirements

- IT literate with experience of using Microsoft Office.
- Experience using databases for effective record keeping.

Personal characteristics

Essential requirements

- Proactive, solution focused, patient and professional.
- Performance minded and results orientated, with learners at the heart of what you do.
- Non-judgemental attitude and committed to anti discriminatory and inclusive working practices.
- Approachable and able to form positive working relationships.

Circumstances

- The right to work in the UK
- Able to accommodate a home office or have access to other suitable office facilities
- Able to travel occasionally around the UK, including overnight stays