

Job Description

Community Engagement Co-ordinator – Wales

BookTrust

BookTrust is the UK's largest children's reading charity. Each year we reach over 1.4 million children and families across England, Wales and Northern Ireland. We work with every local authority, delivering evidence-informed reading programmes that make a measurable difference to children's reading behaviours. Our work is rooted in the belief that every child, especially those from low-income or vulnerable family backgrounds, deserves the chance to enjoy reading and all the lifelong benefits it brings. Reading is for all children. Our work focuses on children and families in greater need of our support, who stand to benefit most.

Job purpose

The Community Engagement Coordinator will support the development of our partnership network and the delivery of our work in Wales. This will involve communicating and engaging, in person and online, with a range of delivery partners, building relationships, communicating about our work and coordinating the day-to-day operations of our programmes. There will also be a level of general administration and support.

It is a very varied role that involves working with a wide range of external stakeholders, including practitioners working in early years settings, schools, libraries as well as community groups and other charities, as well as internal colleagues across BookTrust. The role includes both outward facing work such as organising and attending events, visiting new and existing partners, communicating directly with delivery partners and on our social media as well as internal project administration and co-ordination, and office administration. The Community Engagement Coordinator will also contribute to the development of new activities and programmes.

The role will be based out of the BookTrust Cymru Offices in Cardiff. BookTrust works in a hybrid and flexible way with an expectation of a minimum of 8 face to face collaboration days per month which could be at the Cardiff office, visiting partners across Wales and on occasions UK wide travel. There will therefore be reasonable travel needed to fulfil the role, with occasional overnight stays. The role is full time, but part time/alternative working patterns would be considered.

This post holder will report to: Partnership Manager Wales

Key responsibilities

1. Relationship Management and Communications

- To build relationships within local authority providers and networks to support BookTrust programmes. Attend meetings and seek routes for referral for BookTrust work.
- To provide an effective first point of contact and manage day-to-day relationships with relevant stakeholders which support effective delivery of programmes and activities. Do so maintaining positive relationships and an excellent standard of service and ensure that communication relating to programme delivery is effectively managed and shared.
- To support Bookstart coordinators, sharing information and best practice and supporting local networking.

- To develop partnerships with community groups and drive engagement through a variety of programmes and projects, organising events and activities where applicable.
- To provide a professional first point of contact for enquiries to the BookTrust Cymru office/ relevant programmes (telephone, email, social media).
- To develop high quality material to support the communication of BookTrust's work in Wales, ensuring that communications reflect BookTrust's mission and brand and are relevant to the Welsh context, including Welsh language requirements.
- To maintain excellent relationships and regular communication with teams across BookTrust to ensure efficient and high-quality activity delivery.

2. Delivery/Programme Co-ordination

- To collaborate closely with relevant teams across BookTrust to ensure a high standard of operational delivery for relevant programmes in Wales, managing data, meeting relevant targets, and achieving outcomes.
- To work methodically, capturing local activity and delivery against BookTrust priorities and input into reporting.
- To coordinate events and activities to a high standard e.g., meetings, conferences, promotional events.
- To support monitoring, evaluation and learning of BookTrust activities in Wales by working with and through partners to set up and support focus groups and forums to support specific projects or learning within BookTrust.

3. Project Development

- To support the development of new projects, programmes and activities in Wales including supporting consultations, liaising with stakeholders and colleagues in other teams.
- To work with the wider partnership and communications teams to develop communication materials appropriate for the networks and local delivery in Wales.

4. General

- To provide core administrative support to the Wales team to ensure smooth-running of day-to-day activities and services, including budget administration and efficient record-keeping.
- Maintain excellent records of activity and contacts using BookTrust local systems.
- Carry out all duties in line with BookTrust policies and procedures and be prepared to undertake additional reasonable duties as required.

PERSON SPECIFICATION

A positive and enthusiastic individual with a demonstrable ability to develop relationships and make connections across a wide range of people and groups. Equally comfortable co-ordinating and undertaking a wide range of day-to-day operational tasks. A strong communicator with the ability to communicate effectively with a diverse range of audiences, in writing, and in person.

A person who may have worked within or across a particular community or region, in outreach or a project within the third sector. A highly motivated individual with the ability to work and travel unsupervised across multiple projects simultaneously and to work at pace, often to tight deadlines.

A passion to make a difference for children and families with an interest in the benefits of literacy and reading to child development, the value of books, stories and rhymes and the role of parents, carers, and guardians in developing a love of reading would be valuable.

CRITERIA	E or D
Knowledge	
a. Understanding of issues relating specifically to early reading and language and literacy development with an interest in the benefits of literacy and reading to child development.	D
b. An understanding of community led and place-based project working	D
Experience	
a. Experience of creating and managing effective internal and external relationships and partnerships within a charity or public sector environment.	E
b. Experience of managing upwards and reconciling competing demands effectively but constructively.	E
c. Experience of responding to changing, competing demands, and dealing with ambiguity	E
d. Experience of working within a bilingual (Welsh and English) context.	E
e. Experience of inputting, manipulating, and managing information and data.	E
f. Experience with using Customer Relationship Management systems.	D
g. Experience in working within or around children's services or provision.	D
h. Experience in working in the delivery of projects and or programmes within a charity or public sector environment.	D
i. Experience of producing external communications including content for newsletters, websites, social media.	D
Skills and Attributes	
a. Ability to build and manage relationships effectively with a range of different stakeholders	E
b. Comfortable working with multiple projects and in a fast-paced environment.	E
c. Highly organised with an attention to detail, strong time management and excellent planning skills.	E
d. Analytical skills with an ability to interpret data and problem solve.	E
e. Strong communications skills including writing and presenting to a range of audiences.	E

f. IT literate with skills in core Microsoft packages including Outlook, Word, Teams, and Excel.	E
g. Strong communications skills including writing and presenting to a range of audiences.	E
h. Ability to communicate in the Welsh language (written and spoken) - The ability to work through the medium of Welsh would be a significant advantage in this role.	D

E = essential criteria

D = desirable criteria

Terms and Conditions

- Salary: £30,000
- 28 days holiday, plus public holidays
- Pension scheme – 7% employer contribution
- 3 x salary life assurance
- Employee Assistance Programme
- Season Ticket Loan Scheme
- Flexible working scheme

To apply, you must submit your CV and attach a covering letter of no more than two pages outlining your suitability in relation to the person specification.

Our Commitment to Diversity and Inclusivity

We aim to provide an inclusive recruitment process and actively welcome applications from diverse talent pools: minority ethnic candidates, candidates with disabilities and long-term conditions and candidates from underrepresented communities.

We are committed to equality of opportunity and want to ensure we have an accessible application process for all candidates. If you need any reasonable adjustments or would like us to do anything differently during the application process, please contact our HR team on HR@booktrust.org.uk or 020 7801 8855/8856 to discuss your requirements further.

BookTrust is committed to safeguarding and promoting the welfare of children. The recruitment and selection process reflect our commitment to safeguarding therefore, the suitability of all prospective employees will be assessed during the recruitment process in line with this commitment, and pre-employment checks.