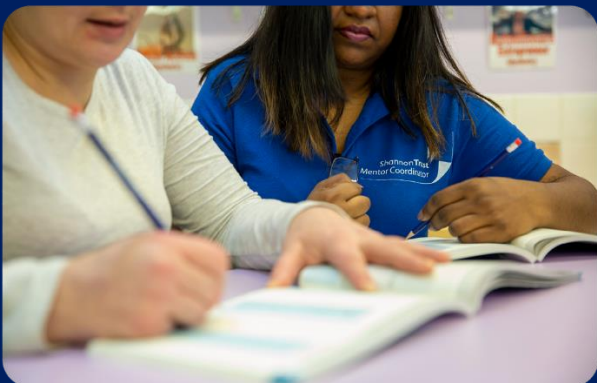


Reading Strategy Coordinator

HMP Hewell 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 North East 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 includes 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:	HMP Hewell
Reporting to:	Programme Manager
Hours:	Full time - 35 hours
Salary:	£28,274 per annum

Role summary

Shannon Trust's vision is of a future where everyone can experience the positive impact of learning. As a Reading Strategy Coordinator, your role is to make this a reality by ensuring that there is a clear, person-centred plan for reaching all learners to engage them with reading and to create new initiatives to inspire a culture of reading within the prison. We want you to be creative and innovative to develop engaging and meaningful initiatives that have shared ownership between people in prison and prison staff. You will be working onsite at the prison and will work closely to collaborate with people in prison, prison officers, prison education staff, library staff, workshop/industry staff, Shannon Trust team members and programme manager. Reading in prison is recognised by Ofsted and HMIP as an essential skill that must be developed and encouraged for all people in prison and in this role you will play a key part in being able to help drive this in a way that really works for people in custody.

Core objectives of the role

- To develop a clear action plan to help support, deliver and coordinate the Prison Reading Strategy.
- To work with people in prison to create new initiatives that will help to engage learners at all levels to develop their own reading skills through exciting, creative and meaningful ways.
- To support delivery of reading initiatives across the prison to help prioritise the importance of reading for both functional life skills, wellbeing and to develop a culture of learning
- To raise awareness of the Shannon Trust programme, encouraging referrals from staff and people in prison and/or on probation.
- To grow the programme, ensuring potential learners are identified and have access to the Shannon Trust programme throughout the prison.
- To ensure mentors are trained, equipped and supported to deliver the reading and numeracy programme.
- To collect and collate data and utilise various IT systems to ensure effective delivery, monitoring and evaluation.
- Provide initial point of contact support and supervision to Shannon Trust volunteers in your prison.

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.

If a role involves prison security 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.

How to apply

- [find out more and apply](#)

Closing date: Friday 28th March 2025

Interviews to be held on 31st March 2025

Job description

Programme planning and delivery

- Work collaboratively with people in prison to create new initiatives to engage people with reading, this could include book groups, book of the month, reading clubs, reading events, guest speakers etc.
- Adapt ideas to ensure learners at all levels feel listened to and have active ownership of a range of initiatives, embracing a 'you said, we did' approach.
- Creatively work together with people in prison, and prison staff, to create opportunities for them to work together (e.g. reader in residence, new reading roles for people in prison or champions/ambassadors)
- Work towards a 'whole prison approach' where each department understands and feels ownership of the initiatives to support reading in their area
- Engage and inspire people to understand what reading means to them and identify ways to make it meaningful for all.
- Work collaboratively with prison education team, library team and Neurodiversity Support Manager and others to ensure a joined-up approach
- Ensure you are up to date on the wider National Prison Reading group and strategy, keeping up to date with any new updates/good practice
- Lead on the delivery of regular Reading Strategy Meetings, ensuring these are multi-disciplinary and reviews the quality of delivery and progress against the prison Reading Strategy, minuting actions and coordinating outcomes.
- Deliver training/information sessions to prison staff members to help increase knowledge around low literacy levels and to encourage referrals work allocations/activity hubs/education/library and other areas to ensure any planned activities can happen as part of the prison regime
- Working closely with prison staff to facilitate expansion of our peer lead programmes, data monitoring, recruiting, training and supporting mentors.
- Work in line with Shannon Trust's ethos of 'learner choice', ensuring multiple options for learning are available throughout the prison.
- Promote the positive working culture of Shannon Trust across all interactions with people in prison and with staff.
- Represent Shannon Trust at appropriate meetings and events.
- Work in partnership with induction officers, education providers, mentor coordinators and other agencies to raise awareness of the programme, increase referrals and achieve a 'whole prison' approach to delivery.
- Identify potential learners and hard to engage people in prison and/or on probation, ensuring they are offered the programme and matched to appropriate mentors.
- Ensure systems are in place for mentors and learners to be unlocked for Shannon Trust sessions and able to meet in a suitable learning environment. Work with allocations/activity hubs/education/library and other areas to enable learners to have access to their mentors during the core day.

- Ensure learners have access to sufficient learning resources to include books, manuals, videos and digital programmes as appropriate.
- Ensure quality programme delivery by ensuring organisational standards are being met, seeking ideas and opportunities for improvements. Share best practice and learning with other prisons to drive up standards and encourage innovation across the organisation.
- Develop solutions to overcome operational challenge

Reporting

- Contribute to effective contract management and delivery by ensuring that targets are met, and performance metrics are achieved. This includes monitoring and reporting on KPIs related to learner progression, mentor engagement, and overall programme success
- Collaborate with the programme manager to ensure contractual obligations are met and participate in the preparation of quarterly and annual reports as required.
- Utilise systems (Nomis, Curious, Shannon Trust database/spreadsheets) to record and submit learner progression data and mentor training achievements.
- Provide relevant and timely information about the reading programme to the prison's learning and skills manager and Shannon Trust's regional manager/team manager.
- Contribute to the contract and quarterly reports and appropriate sharing of case studies.
- Monitor progress against targets in relation to numbers of new and retained learners.

Partnership

- Work in partnership with the prison's Shannon Trust volunteer, to ensure mentor training is delivered and mentors are supported in their roles. Act as first point of contact for Shannon Trust volunteer to ensure access to site to deliver training and supervise and escort visits.
- Provide first line support and supervision to prison volunteers at your establishment, utilising Shannon Trust's volunteer management system to record volunteer activity, and escalate any performance issues as appropriate.
- Work in partnership with prison staff, to include officers and staff from the library, education department and other agencies within the prison.
- Work in partnership with Shannon Trust mentors, ensuring they are kept up to date with Shannon Trust news, and that they have the opportunity to share ideas and feedback to the organisation.
- Facilitate a 'feedback loop' to ensure themes from mentor meetings and area meetings feed into organisational decision making, and that organisational updates are shared appropriately with regional teams.
- Work with mentors, prison SMT, prison partners and Shannon Trust volunteers to implement and maintain effective communication across the prison. Represent Shannon Trust at appropriate meetings and events.
- Work in partnership with relevant Shannon Trust criminal justice services in the community to develop referral pathways for mentors and learners to continue learning with Shannon Trust through the gate where appropriate.

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	Desirable requirements
<ul style="list-style-type: none"> • Demonstrable experience/proven track record of working towards and achieving contractual targets. • Demonstrate the ability to monitor own contractual performance and be proactive in implemented targeted solutions. • The ability to interpret data to understand it relates to contractual performance • Experience managing a wide range of relationships at different levels, including building partnerships and working collaboratively with colleagues and external agencies. 	<ul style="list-style-type: none"> • Previous lived experience and/or employment / volunteering experience in the criminal justice system in a challenging environment (prison, probation or voluntary sector) • Experience of peer-led services, peer mentoring programmes and / or literacy and numeracy programmes. • Programme delivery experience • Experience and knowledge of phonics and delivering phonics based programmes.

Skills and abilities

Essential requirements
<ul style="list-style-type: none"> • Ability to confidently work independently and autonomously • Good organisational and planning skills • Excellent communication skills, with the ability to adjust your communication style to different audiences, including people in prison and/or on probation, volunteers, prison governors and staff. • Ability to inspire, support and lead a team of peer mentors • Strong problem-solving skills with the ability to navigate operational constraints and implement practical solution • Good time management skills, with the ability to prioritise your workload, work autonomously and balance the needs of multiple programmes and priorities. • Able to build positive relationships throughout the prison and within Shannon Trust. • 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. • Ability to demonstrate the appropriate attributes required to facilitate programmes within a prison environment.

Knowledge and understanding

Essential requirements

- Understanding of contract management and ability to report on performance metrics and contribute to ensuring compliance with contractual obligations.
- Understanding of the reasons why adults might not be able to read, and the personal and practical barriers to engaging with education faced by people in prison and the community.
- Knowledge and understanding of the criminal justice system.

Technical and qualifications

Essential requirements

- IT literate and comfortable navigating a variety of different IT systems.
- Experience of using common Microsoft Office tools such as Excel, Word and Outlook.

Desirable requirements

- Experience using databases for effective record keeping.

Personal characteristics

Essential requirements

- Proactive, solution focused, patient and professional.
- Resilient and adaptable, with a calm and solution-oriented approach to working in challenging environments.
- Performance minded and results orientated, with learners at the heart of what you do.
- Non-judgemental attitude towards working with people in prison and/or on probation. Committed to anti discriminatory and inclusive working practices.
- Approachable and able to form positive working relationships.
- The right to work in the UK.
- Able to travel independently to designated prison and occasional staff meetings in a central location.
- Appointment will be dependent upon successful security vetting by His Majesty's Prison and Probation Service.