



### **Part Time - Team Leaders**

- Hours worked:** 1.30-6.30pm or 2-7pm (tbc)  
**3 days a week** Mondays, Tuesdays and Thursdays
- Total:** **15 hours** per week during school term time only (37-38 weeks a year)
- Contract:** January – July 2021, with potential to extend
- Salary:** £23,500 pro rata, with 6% pension contribution (based on employee 2% contribution)
- Holiday allowance:** 25 days pro rata, to be taken during school holidays only.
- Working from:** These roles are a mixture between on-the-ground and home based, with access to our office (based in Victoria) if needed. A work laptop will be provided.

#### **About Doorstep Library:**

Here at Doorstep Library we believe in the power of words to take you places. We are a not-for-profit community organisation dedicated to bringing the gift of books and the joy of reading into the homes of families who need our support. Our Home and Online Reading Volunteers go into homes in disadvantaged areas across London, to inspire a love of books, of stories and storytelling, and to instil a lifelong passion for reading.

Equipped with a reading stool and a supply of books, our volunteers are right on the doorstep, ready to use books to fuel children's natural love of stories, fire their imaginations, and encourage their appreciation of reading. Our goal is to help each child develop the self-confidence and essential skills they need to access all the opportunities that will come their way in life. Whether in person, or online, we are there to support children and families who need us most. With our long-term support not only do we spark the joy of reading for both children and their parents, but families are able to build up their self-confidence and trust in others in the community, towards professionals and the world of education.

The organisation has gone from strength to strength. Now in our 10<sup>th</sup> year we will shortly be expanding into our fourth London borough and launching our new Online Reading Sessions – bringing our unique service to even more families.

Please see our website for more information on what we do, why we do it and how: [www.doorsteplibrary.org.uk](http://www.doorsteplibrary.org.uk).

**About the roles:**

We are currently looking for two part-time Team Leaders to coordinate three projects each, either on the ground, or online, or both. You will be truly passionate about the work that we do to support children and families in disadvantaged areas of London.

**Role 1**

This is mostly based 'on the ground', with associated admin to be done from home. You will be responsible for running three projects in the London borough of Hammersmith and Fulham. During COVID-19 we are no longer reading with families in their homes or on their doorsteps, but are swapping books at their doors instead. These fully comply with robust hygiene, distancing and other measures, to be as safe as possible. Instead of up to 10 volunteers visiting families per project, currently Team Leaders and 1-3 'core volunteers' are visiting families on a rotation. You meet your volunteer(s) at a 'base' (usually a local children's centre or similar) on or near the estate, where we keep a stock of books and all equipment needed. It is an active role – lifting boxes, carrying rucksacks and pulling trolleys of books, walking around the estate and up and down stairs.

You will have outstanding interpersonal skills to build relationships with both our dedicated volunteers and the whole family, to inspire a love of reading in the children and be a friendly face for the parents/carers, providing support and information where needed. Seeing so many young excited faces when you turn up at the door makes this a very rewarding role!

Technology will not faze you, whether that is competency using our internal database, Zoom or other methods of communication, and you will have the ability to support others to do the same. You will be a team player willing to support the Projects Team and other colleagues when additional tasks arise relating to our services for families and wider organisational aims.

This role will remain in it's current form until July, however flexibility may be needed depending on COVID-19 should we be able to resume our reading sessions in their original format sooner.

**Reporting to:** You will be working closely on a day-to-day basis with our Hammersmith and Fulham Project Coordinator, and report to our Programme Manager for HR purposes.

**Role 2**

This is a mixture of 'on the ground' and 'online', with associated admin to be done from home. You will be running one 'book swap' per week in the London borough of Lambeth, all details being the same as above in role 1. Additionally, you will be involved in the exciting launch of our new Online Reading Sessions on another two days per week. Currently in development and being piloted, these sessions will be run by our volunteers via Zoom and our internal database. You will be responsible for coordinating up to 50 volunteers and 75 families per evening, being 'on call' for any issues that may arise, and stepping in to reading sessions where needed. You will liaise with volunteers within and outside of the sessions to support any questions or advice they may need, as well as responding to needs of the families whether that's book requests, tech help, or researching information on other support organisations.

December 2020

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This is a fantastic opportunity to be part of a brand new and unique online offer for families, adding your voice to it's development whilst also getting a flavour of our on-the-ground operations.

This role will remain in it's current form until July, however flexibility may be needed depending on COVID-19 should we be able to resume our reading sessions in their original format sooner.

**Reporting to:** You will be working closely on a day-to-day basis with our Lambeth Project Coordinator, and report to our Programme Manager for HR purposes.

**Role Specification (both roles):**

- To liaise with managers or any other relevant person in charge where projects are based to ensure the smooth running of the service
- To review weekly notes thoroughly and respond to any queries, issues or requests, and escalate concerns to the Project Coordinator
- To coordinate and support the volunteer team on their Doorstep Library on-the-ground or online project, and contribute to achieving targets
- To liaise with the Project Coordinator to ensure appropriate pairings for new volunteers
- To support individual volunteers as issues arise, reporting concerns to the Project Coordinator
- To deliver a system of individual annual appraisals for volunteers
- To coordinate and participate in regular support sessions with the volunteer teams, and have an 'open door policy' when other support is needed in between
- To work with the volunteers to understand and review regularly the needs of each child/family
- To know the families well and to visit families, whether on the ground or online, as part of the volunteer team as and when necessary
- To assist the Project Coordinators in reaching out to new families, making links to external organisations and agencies to promote what we do and receive referrals
- To focus on getting to know "Priority" families (those that require additional support) and support volunteers allocated to them. To keep the Project Coordinator well informed about the progress or difficulties of each of these families and provide direct support for priority families as required
- With the Project Coordinator, to research and coordinate the implementation of the signposting programme and guide volunteers to community services, activities and local and specialist organisations relevant to specific families
- To contribute to the end of term internal reports as required
- To attend Project Team meetings to share knowledge and best practice, and to review activities and progress across projects (ideally with flexibility to attend occasional meetings outside of regular hours, paid)
- To manage the stock of books on projects, ensuring they are tidy and up to date

December 2020

- To support the Project Coordinator in day-to-day admin to ensure the smooth delivery of all projects
- To undertake additional duties as from time to time may be required

**Person Specification (both roles):**

Essential

- Experience working closely with families and/or children, or lived experience
- Experience in a voluntary or community based setting
- Experience coordinating and supervising volunteers or similar
- An appreciation of the importance of reading for pleasure and of parental involvement in a child's education
- Passionate about social justice and improving life chances
- Skilled at developing trusting relationships with a wide range of people, personable and approachable
- Reliable and dependable to set an example for our volunteers and not let families down
- Excellent communication skills catering for a wide range of audiences
- Ability to work flexibly and imaginatively, adapting to rapidly changing demands and opportunities
- Excellent organisation and administration skills, with the ability to pay attention to detail and use office systems
- A positive team player, working with, supporting and encouraging colleagues
- Adequate physical abilities and 'hardiness' to lift boxes and carry bags of books, walk distances and up and down stairs, and cope with all weathers and seasons
- Highly competent technological skills to navigate our bespoke database, use video conferencing platforms smoothly, and familiarity with computers, tablets, Cloud-based document sharing, and Microsoft Office
- Excited at the prospect of playing a vital role in Doorstep Library's expansion and growth across London and nationally

Desirable

- A knowledge of and/or interest in children's literature/education sector
- Knowledge of services for families/ children or desire to learn quickly
- Experience of working in a small, close knit team

**How to apply:** Please complete an application form outlining how you meet the criteria of the role and why you are applying, and send it to: [emily@doorsteplibary.org.uk](mailto:emily@doorsteplibary.org.uk)

**Closing date:** The closing date is **11.59pm Sunday 31<sup>st</sup> January**. We will arrange (virtual) interviews throughout January as applications are received, so **please apply early**.