

Volunteer and Project Coordinator x 2

Summary

Luton Literature is looking for two Volunteer and Project Coordinators, who can support the delivery of the Brown Books bookshop project, and the various projects we are running; including the Storytelling project and our Book Festival.

The roles are suited to people who have good time management and organisational skills, and who enjoy being presented with a challenge and finding solutions. The roles will be for 16.5 hours a week and will be shop based, starting 4 March and ending 30 June. There may be potential to extend. Some project work may be required in partner locations.

Applicants must be available to work evenings and weekends in the shop, and also be available to work at the Storytelling: end of project show on Saturday 11 May, held in High Town Sports and Arts Centre.

Contract: This is a freelance contract, though PAYE may be considered, and is shop based

Fee: £11.50 per hour

Hours: 16.5 hours per week and includes evenings and weekends

Start date: 4 March

End date: 30 March

Deadline for applying: 5pm on Friday 23 February

Interview dates: Wednesday 28 and Thursday 29 February (informed of interview on Monday 26 February)

Funding source: These two roles are funded by:

- Arts Council England
- The National Lottery Community Fund
- Luton Rising
- Luton Citizens Fund

Luton Literature background

Luton Literature is a not-for-profit Community Interest Company, which has been set up to encourage a love of reading and creative writing at any age through a range of events, activities and initiatives, and to promote the early uptake of reading in children.

The CICs' core aims are:

1. Promote the improvement of literary appreciation and knowledge amongst the public, and in particular but not limited to, children and young people in Luton, with a view to expanding imaginative and creative thinking and a love of reading.
2. Promote and advance education particularly by the encouragement of the literary arts by the promotion of festivals, exhibitions, workshops, guest readings and appearances and other events of whatever nature to promote literature and the literary arts and their development and accessibility.
3. Buy, sell, loan, donate or otherwise deal in either as principal or agents of any books, poems, articles, manuscripts or other items of literary merit and to buy, sell or otherwise deal in literary or publishing supplies and materials.

About Brown Books bookshop project

Brown Books is a small second-hand community bookshop based in High Town, which opened as a pilot project on 28 April 2023.

The shop sells mostly donated books, with the funds raised from sales going back into Luton Literature CIC or being used toward community events for those living in High Town and Luton.

To date, we have delivered 7 children's storytelling and literature based craft activities, 12 adult author or poetry events, and numerous additional events, including creative writing groups through Brown Books.

We've sold over 50 books on behalf of local authors.

We have 14 volunteers who donate around 78 hours a week on average, and we work with 15 local organisations, including Luton Council and Luton Libraries, plus three local schools. We have engaged with nine local businesses who are supporting us.

Brown Books is situated at 77 High Town Road, Luton, LU2 0BW.

Public opening times are 12 noon to 6pm, Tuesday to Thursday, and 11am to 5pm on a Friday and Saturday. We are closed Sunday and Monday with exception of special events.

Events out of public opening times generally take place between 6pm and 9pm on a Wednesday and Thursday, and between 12 noon and 4pm on some Sundays. The shop also offers private sessions between 10am and 11am Tuesday to Thursday.

Job description

Management structure

You will be line managed by the Director of Luton Literature and will receive support and guidance for the delivery of this role from both the Director and the Producer for the Storytelling project

The work will include and is not limited to:

Supporting the recruitment and workload of the bookshop volunteers:

- The Project and Volunteer Coordinators will work together to create weekly rotas for the Project and Volunteer Coordinators and volunteers, to ensure the shop opens and closes on time, two people are in the shop at all times and events are covered - evenings and weekends
- Interview new volunteers and carry out the relevant checks, train volunteers and oversee their delivery and manage volunteers expenses

Supporting the day to day running of the shop by:

- Selling and coordinating the sale of books
- Coordinating book donations and deliveries; including pricing, placing books on shelves and ensuring they are sat within their genres
- Coordinating the uploading details of rarer and more valuable books to eBay; including researching books, making judgement calls on book condition and value, and ensuring the correct postage fees are applied
- Coordinating the packing and posting book that have been ordered via eBay, including ensuring the correct pricing labels for postage are printed
- Coordinating the searching of books online when they are ordered by customers and informing them via the shop phone when they arrive
- Working with volunteers and the Directors on window display ideas and book promotions to enhance sales

Supporting the delivery of events and activities in the shop, and wider Luton Literature projects:

- Help establish authors/speakers/artists requirements for technical support, travel etc for activities and events in the shop/projects/the book festival
- Ensuring authors/speakers/artists have completed the relevant forms for the promotion of activities and events
- Ensure private visits outside of public opening times by schools and organisations are staffed and catered to
- Occasionally attend events outside of the shop as part of outreach and other sales opportunities

- Collecting participant evaluation data from all events and activities

Support the Producer with the administration of Luton Literature projects and further work, including but not exclusively:

- Supporting the allocation of tickets to end of project shows
- Collecting participant evaluation data from all end of project shows
- Providing community groups with relevant information about the workshops and towards the end of the year, the book festival so they can help support the audience development
- Helping to source workshop equipment
- Providing community groups/workshop leaders with any policies, delivery requirements and relevant forms, such as photo permissions, parental/guardian permissions.
- Helping to identify workshop publicity opportunities, such as photoshoots or participants for interview and alert the marketing team

Support the implementation of removing barriers to workshop or festival attendance:

- Helping to produce and gather event documentation such as risks assessments, permission forms etc
- Support the collection and collation of audience figures, and evaluation feedback from participants, artists, volunteers and audience
- Additional tasks in line with the project delivery, should they be required

Requirements:

- Good communication skills
- Good time management and organisational skills. Experience managing/leading a team an advantage. Experience of managing volunteers an advantage
- Understanding of the importance of following GDPR regulations is desirable, however, support will be given
- Proficient in Microsoft packages Word, Powerpoint and Excel

Terms

- The role is shop based and you will be expected to be in the shop during your working hours, unless agreed in advance due to specific commitments on related project/outreach event/attendance at a show/book festival
- Attend online and in-person meetings throughout the duration of the contract, as required; including 1-2-1s
- The nature of the role may on occasion require traveling to venues in Luton to support the delivery of activities, such as helping to set-up workshops. Activities will be supervised, and expenses for travel within Luton will be reimbursed
- Be available to work at the end of project show on Saturday 11 May
- Although this is advertised as a freelance contract, we are open to applications from applicants who are not currently registered as freelance. If successful applicants wish to operate as a freelancer, we can signpost them to partners who can provide

information on how to register as a freelancer. If a freelance contract is not a preferred option, we can offer it as PAYE.

Timescales

29/01/2024 – 16/02/2024	Informal discussion email lutonliterature@gmail.com
23/02/2024 at 5pm	Deadline for application
w/c 26/02/2024	Interviews
01/03/2024	Awarded based on: assessment criteria outlined below/following interviews with shortlisted applicants
04/03/2024	Start date
30/062024	Completion of work

How to apply

Please attach a copy of your most recent CV and answer the requirements of the person specification in your cover letter.

Application should be submitted to lutonliterature@gmail.com by **5pm on 23 February 2024** and clearly marked **Volunteer and Project Coordinator** in the subject field.

Applications will be assessed against the following information and essential criteria must be met to proceed to interview.

E = Essential to the role / D = Desirable to the role / ✓ = whether application, interview or both

Assessment Area	The information you should include in your application/tender
Experience, skills, and ability	A current CV
	A covering letter outlining your relevant experience for the role
	Contact details for 2 referees – tutors, employers, etc
	Please note, that this role is shop based and all the project team are working in the shop, or digitally from home. Please can you confirm that you are able to work in a shop based role, as well as attending online meetings when required.
	The nature of the role will on occasion require traveling to venues in Luton to gather content for promotional use such as, workshop activities. Activities will be supervised, and travel expenses will be reimbursed. Please can you confirm that you are happy to travel to venues in Luton if required.
	Please confirm that you would be available to work on Saturday 11 May

Person spec

E = Essential to the role / D = Desirable to the role / ✓ = examples needed in application, or interview, or both

To be shortlisted for interview, all the essential criteria need to be met in the application. The desirable criteria are not essential to the shortlisting process, but if you do have this experience, we would really like to see that included and will ask you about it during the interview.

Experience	Essential	Desirable
Experience of managing rotas and supervising staff or volunteers in a retail, or equivalent, setting E	✓	
Experience of providing training to staff or volunteers E	✓	
Experience of project support admin duties, such as drafting emails, making phone calls, arranging meeting, confirming venues and writing up minutes and notes E	✓	
Experienced of collating data and information relating to projects and events, such as evaluation forms, equipment requirements and author biographies E	✓	
Experience of working in a Bookshop or for a literature focussed organisation D		✓
Experience of working in a project delivery role D		✓
Skills		
Demonstrable communication skills E	✓	
Able to use Microsoft office packages; word, excel E	✓	
Able to use Google Docs and online meeting platforms D		✓
Able to use eBay and book searching sites D		✓
Other		
Able to work evening and weekends E	✓	
Willing to travel to project locations in Luton E	✓	
Willing to complete manual handling training – this job will occasionally involve dealing with boxes/bags of book donations E	✓	

There will be a small test as part of the interview relating to your Microsoft Office skills