

JOIN THE READER TEAM



WELCOME

Thank you for your interest in working with us. We hope that in return we can offer you an exciting and varied job, a career filled with purpose, development opportunities and many additional benefits.

The Reader is a national charity that uses the power of literature and reading aloud to transform lives. Everyone who works with us, regardless of their job title, plays a part in contributing to this. Our Shared Reading model brings people together to read great stories and poems - creating powerful moments of connection. In a world that feels increasingly divided, and with increased pressures on our mental health, Shared Reading offers us time and space to share what matters to us.

“Shared Reading gave me the confidence to believe in myself. I’d never experienced anything like it; just talking about what came up in our minds as we read the text. It was a small group, and nobody was trying to show off in a way that sometimes happens in academia.

It was gentle, and kind, and lovely. I thought it was amazing. I realised I didn’t need any literary experience. In fact, I didn’t need anything besides the openness to engage, connect and be present.”

Mariana
Storybarn Coordinator



We are very proud that wellbeing has been and always will be a priority here, and many of our staff stay with us for a long time because of this.

We are committed to benchmarking our salaries regularly to ensure we provide good pay in a competitive sector, offering opportunities for personal development and career progression and enabling staff to experience the life-changing benefits of Shared Reading.

We are based at the beautiful Mansion House in Calderstones Park in South Liverpool, and a nationwide charity whose values and ethos span our remote team and the communities we support. The Reader is a place unlike any other, where everyone is welcome, and where anyone can come to experience literature, find and share meaning, be nourished, develop new skills and explore creativity. Our work is supported by a collective of commissioners, grant funders, corporate partners and individuals.

Jemma Guerrier
Managing Director



"At The Reader you are a person, you're thought of as a complete individual and your needs are taken into account. It's allowed me to 100% be myself at work."



WHAT SHARED READING DOES

"It's about feelings. It's about reading something and saying 'that's just made me feel this' - it's about connection. That's what happens in the room in between the story."

If you're new to literature or not, the impact of getting together and connecting through reading aloud, whether a book or poem, is at the heart of everything we do. In contrast to traditional reading groups, in our Shared Reading sessions the reading takes place within the groups themselves, rather than in advance. The liveness of the reading opens up space for new thoughts to emerge and new connections to be forged. We read with school groups, families, adults, looked after children, older people in care homes, adults with physical and/or mental health conditions, people coping with or recovering from addiction and individuals in the criminal justice system.

We know that our work is helping to improve wellbeing, reduce isolation and build stronger communities. We offer the opportunity for all our staff members to experience and benefit from shared reading. It is open to all and you don't need to be academic or have previous experience with literature. You might be surprised at what shared reading can do for you too.

Katie Clark
Director of Literature



85%

say Shared Reading helps them to understand other people better

95%

say Shared Reading makes me feel better

95%

look forward to their group as an important part of their week



STAFF BENEFITS

- **Generous holiday entitlement.**
- **Holiday exchange scheme.**
- **Flexible working options including home, hybrid and remote options.**
- **A chance to experience the benefits of Shared Reading.**
- **Employee Assistance Programme.**
- **Hardship Fund.**
- **Enhancements to statutory provision for maternity / paternity and sickness absence.**
- **Beautiful head office location.**
- **Free onsite parking.**
- **Regular opportunities to visit for remote staff.**



Hear from our people in their own words about why they love working at The Reader:

"If you're looking for an employer who cares about you and your wellbeing then it's the right place."

We are extremely invested in the wellbeing of our people, particularly when it comes to mental health and vulnerability.

"There is always a very open dialogue with regards to new roles. I was encouraged to go for another role if it was out there. I was allowed to develop as I could and make my own decisions."

We are hugely supportive of career development and proactively provide opportunities for our people to develop and grow. We offer lots of different progression paths, including into other roles and departments.

"When I'm having a bad day I tell myself that I'm helping support the people who deliver those Shared Reading groups."

We are mission driven and values led. We offer company wide annual 'Think Days' where we all get together to enjoy Shared Reading.

OUR VALUES

Our values reflect and shape our behaviour and guide our volunteers, staff, trustees and supporters as we work together to bring people together and books to life.



We read to lead

Great literature is in our DNA, developing imagination, deepening understanding and expanding experience. Reading is also about the kind of attention and understanding we give to our actions, other people and the wider world.

We are kind but bold

Through kindness we inspire ourselves, and others, to do more than we might have thought possible, always aiming for encouragement and trust. But we are bold, too, in saying what we mean as clearly as we can.

We make our own pattern in the world

We don't simply do as others do, we try to work out what is good and right, and do that. We value innovation, foresight and bold ideas in every part of our organisation.

We learn from experience and we learn through our mistakes

We're not afraid of owning our mistakes: understanding them helps us grow. We try to be creative in difficult situations, lively-minded and willing to learn.

We love The Reader and take responsibility for it

Everyone at The Reader is The Reader. We each take responsibility for making The Reader as good as it can be: we pick up the rubbish, speak up when we've made a mistake, notice and try to fix the glitches.



BELONGING AT THE READER

Our diversity, equality and inclusion statement



In a nearly twenty-year history of developing Shared Reading groups, The Reader has created thousands of warm and welcoming spaces where all comers are seen and, when they choose to speak, heard.

We consciously work to build the same warm and welcoming feeling, the feeling of belonging, in our workplace. Kindness is one of our values and it helps us care about how we treat each other, always aiming for encouragement, openness and trust.

We use our values to try to ensure The Reader is a thoughtful environment, and we ask all colleagues to be bold, building an environment where all needs and concerns can be raised, listened to, and when possible acted upon. So we'll ask you to tell us if you have any specific needs or if there are things we can do to make you feel more at ease.

One of our values is 'we make our own pattern in the world' and we do that by appointing the best candidate to the role. Current employees and applicants for jobs will always be considered on their abilities and will not be discriminated against on the grounds of age, caring responsibilities, colour, disability, employment status, sex, gender, gender identity, marital status, nationality, race or ethnic origin, religion or belief, sexual orientation or socio-economic status.

In our commitment to build diversity into our teams and programmes, we are particularly keen to receive applications from people from black, Asian and minority ethnic backgrounds; LGBTQ+; those with disabilities, those with unconventional life experience or educational background.

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or documents linked to below, please contact jobs@thereader.org.uk

APPLICATION PROCESS

"The Reader staff are a warm, generous and supportive team. A real cliché but it really does feel like one big family where everyone has your back."



All employment offers are conditional upon receipt of two satisfactory professional references. Referees will be sought from an applicant once an offer of employment is made and referees will not be approached without the applicant's permission. Where necessary and appropriate for the role, a relevant DBS check will be undertaken as part of the onboarding process.

How to apply

Visit thereader.org.uk/jobs to download an application form. Once completed, please send to laurakershaw@thereader.org.uk. Unfortunately, if we receive a high volume of applications, we may not be able to reply to everyone individually.

Equal opportunities

We are committed to attracting diverse candidates. Applicants who meet our minimum (essential) criteria and identify as one of the following will be guaranteed an interview: Black, Asian and Minority Ethnic, LGBTQ+, those with disabilities, those with unconventional life experience or educational background.

Selection process

If successful at shortlisting, you will be invited to interview. There may be an informal stage for some roles, for other roles we may also ask you to complete a task ahead of or at the interview, and for some roles we will hold a second stage interview. We will keep you informed of our expectations during the process. We will provide all interview questions in advance.

Attending the interview

We will cover travel expenses for anyone who is not currently in a position to do so. If you need any more information on the format of the interview, who will be interviewing, and what to expect on the day, please contact laurakershaw@thereader.org.uk.

If you have any special requirements, please let us know in advance and we will be happy to make any adjustments needed.

FRONT OF HOUSE MANAGER

HOURS/FTE: 40 hours per week

REPORTS TO: Head of Events & Commercial
BASED: Calderstones Park, Liverpool, L18 3JB

CONTRACT: Permanent
SALARY: £29,416.80 per annum

CLOSING DATE: 9am, Tuesday 8th April 2025

VACANCY REF MA_080425
CODE:

About the Role and Key Responsibilities

The Front of House manager will be responsible for our Front of House Team of Catering Assistants and Team Leaders, developing and managing the Social Enterprises at Calderstones. This is a fast paced role which requires excellent time management, work rate and organisational skills.

Management and development is a huge part of this role, where you will be supporting a wide range of employees. This could be for you if you:

- Are aligned with our ethos and values
- Are flexible, enthusiastic and positive
- Have a passion for high quality customer service
- Care about developing staff members
- Are highly motivated and able to work at pace

Knowledge and Skills

- Significant front of house experience, to provide a professional and profitable service
- Café, restaurant and bar experience, delivering consistently great customer service across the site
- Maintain a front of house presence and continually interact with staff, volunteers and visitors throughout the day providing excellent customer service
- Be in control of stock take, keeping a log of monthly stock counts and processing through with finance
- Monthly staff hours to be processed through Epos and logged through reporting hours worked, sickness and holidays and additional tips processed through for finance

Leadership and People Management

- Line management of large scale catering team, looking at personal development in each employee, 1:1s, performance management logging all staff sickness and processing through holiday forms for annual leave.
- Working closely with the Operations team on the daily running and presence on site throughout the day for CIC areas, Break covering, Deliveries and Staffing Levels
- Being fully first aid, fire Marshall and Operations Safe guarding to provide operational cover including locking/opening the building, leading ops shifts and awareness of health and safety on site.
- Fully train all new starters and staff within the front of house team giving them all a thorough Reader Inductions, setting out Expectations and going through all of our policies and procedures.
- Training all staff through Cash handling, Coshh training, Allergens, Basic food Hygiene, Ice cream Parlour process, Café process, customer service and Barista training.
- Setting standards and making sure key team members, Team leaders/Supervisors are fully equipped to run the daily site open, issuing refunds, opening and cashing up tills, supervising staff, Haccp and how to support staff on shift.
- Continuously check on standards and keeping in line with government guidelines
- Implement workplans, changes, deep cleans, training, progression meetings and quality control with staff.
- Lead the front of house team by example to ensure we are delivering the best service and customer experience. This will include regular on-shift working to assess and maintain quality.

Communication

- Ensure Front of House team are aware and confident in day to day workloads and know what is expected of them.
- Working through monthly rotas covering all site areas, changing any shifts that need swapping, covering holidays, sickness and being on call 24/7 for staff to contact over any issues.

- Adding all onsite activities onto the rots for organizational communications including site programming activity
- Maintain good working relationships with internal Reader teams and communicate effectively, especially when organizing catering orders.
- Monitoring and printing off Catering orders for kitchen and site team to keep a check on changes and orders to be made
- Ability to manage a difficult situation, including customer complaints, in the best manner and resolving issues for customers.
- All round excellent communication skills with our customers

Liaison and Networking

- Excellent communication with all external suppliers, managing and holding these key relationships ensuring good working relationships
- Have meetings and regular input into receiving the best price from supplier's and price comparison

Planning and Organising

- Ability to manage and arrange rotas for the site working with a 7 day running basis, managing conflicting needs or shift swapping, holidays and sickness
- Log all holidays and sickness for staff, ensuring both the Finance team and People team are aware
- Be responsible for managing over 30+ staff throughout the site of a wide range of ages and ability
- Be in control of banking the weekly takings the site makes between Café, Ice cream parlour, shop and events. Logging all takings and ensuring the structures are in place to manage any discrepancies, arrange and check change boxes across site and process and share tips between all Front of house staff
- Knowledge of Epos and Update all tills when price change or menus change happen to ensure everything is updated and efficiently running
- Manage a weekly schedule of stock management and plan for all catering stock to be ordered within specific days by our specific suppliers
- Ensure that allergens, temperature checks and food hygiene is carried to a high standard
- Play a large part in operational and organisational planning with regards to all customer facing activities with Front of house team input

Initiative and Problem Solving

- Manage staff sickness, ensuring where possible any gaps in the rota are covered and the social enterprise businesses are able to open safely.
- Ability to manage difficult situations and difficult customers, dealing with these in a professional and personable way
- Responsible for being fully first aid, fire Marshall and lift trained to be able to jump onto any issue or problem that could come up onsite.

Decision Making and Freedom to Act

- Make decisions around opening and closing of sites, with input from senior management, thinking operationally and what is best for the business and for our staff.
- Make decisions around stock ordering and the products we sell in our front of house offer

Teamworking and Collaboration

- Maintain good working relationships with all internal Reader teams with particular focus on the site based teams such as Events, Programming, Facilities, IT, Children & Young People and Comms.
- Collaborate on running the front of house quarterly team meetings
- Professional and personable relationship with all key customers at The Reader
- Manage the workload of all Catering Assistants and Supervisors, and delegate tasks where appropriate
- Provide direction and leader shift for staff

Person Specification

- Leading/Supervising a catering team
- Managing a Café/Catering offer or similar
- Barista coffee trained
- Experience of working within the catering and hospitality industry and have enthusiasm and energy with the ability to adapt to situations quickly in fast paced environments
- Highly motivated with the ability to use own initiative to resolve problems with minimal supervision
- Excellent communication and customer service skills with the ability to develop good relationships with colleagues and customers
- Strong organisational and time management skills with an eye for detail, particularly around the presentation of the catering offer
- Can demonstrate high level of honesty and integrity, ensuring that correct procedures are followed at all times by the Social Enterprise Team
- Be able to demonstrate an understanding of The Reader's wider work and social values, having a good understanding of the purpose and social mission of The Reader at Calderstones
- Fully flexible to work on a rota basis (hours spanning 8am - 3am Monday to Sunday).

If you're inspired by our mission, are looking for a new challenge, and want to work for a forward-thinking organisation at a really interesting time, we'd love to hear from you. Please send your completed application forms to laurakershaw@thereader.org.uk

Find Out More

Visit our website

For the latest opportunities and news, along with ways you can get support the Reading Revolution and details of where to find a Shared Reading group, visit thereader.org.uk

Follow us on social media

Follow @thereaderorg on Facebook, Twitter and Instagram for all the latest updates.

Drop into a group

Experience the joy of reading aloud together in a Shared Reading group - for free and for everyone. Visit the website or call 0151 729 2200 to find a group near you.

Tune into The Reader podcast

Discover what our Reading Revolution is all about and help spread the word. Listen on Spotify or Apple.



Find us @thereaderorg



The Reader is supported by:



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