

BookTrust Business Support Manager

Location: Battersea, London (closest TFL stations inc. Clapham Common, Battersea Park, Wandsworth Road, and Queenstown Road)

Reports to: Head of English Regions, Oliver Coppard

Line manages: N/A

Background and context:

BookTrust is the UK's largest reading charity. Each year we reach c. 3.4 million children across the UK with books, resources and support. Our books and resources are delivered via health, library, schools and early years practitioners, and are supported with guidance to encourage the development of a reading habit. Reading for pleasure has a dramatic impact on educational outcomes, wellbeing and social mobility, and is also a huge pleasure in itself. We are committed to starting children on their reading journey and supporting them throughout.

This is a brilliant time to join BookTrust. We are developing a new strategy and a new approach to engaging with and understanding our beneficiaries. We are ambitious about developing our offer to reach more children, particularly those who are disadvantaged, and we want to work even more effectively through and alongside our local authority partners so we can increase our impact.

Job purpose:

This is a cross-cutting role, based in our London HQ, and sitting within our regionally-based team of BookTrust Relationship Managers. As Local Authority Business Support Manager you will work with our 151 'top tier' local authority partners in England delivering BookTrust programmes, resources and campaigns; and structure, support and manage the relationships between BookTrust and our local authority partners. You will work across BookTrust to explain and champion the changing needs of our local authority partners, and help us adapt and develop the way that we work with them to increase our impact. In particular you will be responsible for:

1. Working with our regional team, operations team and colleagues from across the organisation to ensure we provide responsive but consistent, first-class business support to BookTrust local authority partners.
2. Predominantly working with our regional, operations, programmes and research teams to develop and implement strategies, systems, communications approaches and processes that support the smooth and effective operational delivery of BookTrust programmes with local authority partners – connecting all elements of the local delivery of the BookTrust offer, both internally and externally.

3. Managing, collating and interpreting data, supported by proactive intelligence and information gathering from local authority partners, and our regional and operations teams, ensuring that data informs more effective research, programme and operational development, strategy and delivery. Sharing best practice across our local authority partner network.

This is a new role for BookTrust, so you'll be comfortable establishing yourself at the heart of our organization, and working with the teams to help this role evolve.

Who we're looking for:

We are looking for a person with great communication skills, who gets job satisfaction from problem-solving and improving systems and processes. You will be persuasive and determined – and exceedingly well organized, with first class attention to detail. You will be able to write clearly and accurately as well as work with and communicate through data. And you'll be stimulated by working as part of the varied and diverse team at BookTrust. You don't need prior experience of working with local authorities or in children's reading – but you will have strong evidence of your skills from a business support or customer services context and you'll be motivated by contributing to the work that BookTrust does.

1. Working with our regional team, operations team and colleagues from across BookTrust to ensure all parts of the organisation provide responsive, effective, first-class business support to BookTrust local authority partners.

Key tasks:

- Plan and manage the communication of local authority resource allocations for all BookTrust's work in England.
 - Work with local authority partners to minimise the incidence of cancellations and delays of BookTrust resources and communicate the impact of such incidents to all relevant partners.
 - Work with teams across Booktrust to plan, design and manage regular communication with local authority partners, including mass mail outs, surveys and questionnaires.
 - Develop communication materials and plans to explain changes in processes and content to local partners.
 - Moderate and manage the BookTrust Local Authority Network on Knowledge Hub, responding to and facilitating membership requests, generating and steering discussions, sourcing and managing blogs, developing new content etc.
 - Oversee the development and delivery of the local authority annual reports process.
2. Predominantly working with our regional, operations, programmes and research teams to develop and implement strategies, systems, communications approaches and processes that support the smooth and effective operational delivery of BookTrust programmes with local authority partners – connecting all

elements of the local delivery of the BookTrust offer, both internally and externally.

Key tasks:

- Support BookTrust coordinators to use the partnership agreement support tools effectively, for example the delivery and reach trackers, and continue to develop and roll out tools that support the smooth and effective operational delivery of BookTrust programmes.
 - Work with Coordinators/Corner Coordinators to make sure that orders go to the right addresses, in the right quantities and at the right time.
 - Support the Regional team in their use and delivery of the key quality framework tool. Continue to develop the key success framework as a means of providing insight about local authority performance across BookTrust.
 - Lead the work across BookTrust to streamline communication pathways with local authority partners, ensuring that local authorities are regularly and effectively kept in contact with the plans and priorities of the organisation.
3. Managing, collating and interpreting data, intelligence and information from local authority partners, and our regional and operations teams, and ensuring that data informs more effective programme and operational development, strategy and delivery. Sharing best practice amongst local authority partners.

Key tasks:

- Coordinate the regular assessment of local authority performance and the resultant changes to the ranking tool, allocations and deliveries.
- Manage, update and continue to develop the local authority data dashboard.
- Manage, maintain and develop the regional ranking tool.
- Ensure data is confirmed, up to date and shared across all relevant teams internally.
- Ensure BookTrust maintains an accurate database/record of other local settings e.g. children's settings
- Ensure BookTrust maintains an update key contact and delivery details for all local authority partners.
- Work with local authority partners to develop case studies, showcasing successful and innovative delivery of BookTrust interventions and campaigns.
- Ensure the timely and accurate delivery of the annual stock takes. Work with local authority partners to help them keep accurate and up to date information about levels of stock delivery and reach.

Skills

- Organisation and attention to detail;
- Data and information management;
- Relationship management and persuasion;
- Communication skills – including communication through data;
- Short and long-term work-planning;
- Leading and implementing change;
- Problem solving;

- Analysis and critical thinking.

Knowledge and experience

Essential

- Experience of business support;
- Experience of operational or logistical systems, processes and approaches;
- Experience of managing significant amounts of data, across multiple workstreams;
- Experience of using CRM systems and Excel;
- Experience of improving customer-facing services, systems and approaches;
- Experience of managing upwards and reconciling competing demands effectively but constructively;
- Experience of creating positive, effective working relationships;
- Experience of managing and reporting to a range of different stakeholders;
- Experience of responding to changing demands and dealing with ambiguity.

Desirable

- Knowledge and understanding of local government structures and systems;
- Experience of working in a charity, or in an organisation with social or charitable aims;
- Understanding of policy and data relating to children and educational services;
- Experience of working within the context of formal partnership agreements.

General duties

- Be an active and effective member of the wider BookTrust team who is accountable, supportive and can be relied on to follow-up and take responsibility;
- Be committed to continuous personal development and maintaining current professional and specialist expertise;
- Carry out all duties in line with BookTrust policies and procedures;
- Undertake travel and additional reasonable duties as required;
- Support the regional team across in locations across the country when necessary;
- Promote BookTrust and its vision and values in activities, both internally while carrying out duties and externally, with stakeholders and the general public.

Terms and Conditions

£36,480 per annum

28 days holiday, plus public holidays

Employee Assistance Programme

Flexible working scheme

Pension scheme (7% employer contribution)

3 x salary life assurance

Season ticket loan scheme

Childcare Voucher Scheme