

Booktime Logistics and Website Coordinator Grade E

Booktrust is an independent UK-wide charity dedicated to encouraging people of all ages and cultures to enjoy books. The written word permeates all our activity and helps us to fulfil our vision of inspiring a lifelong love of books for all.

Job Purpose

The role is responsible for the ICT requirements of Booktime, a bookgifting programme for children starting primary school across the UK. The post holder will coordinate the Booktime information, logistics and aftercare via a bespoke online customer relationship management (CRM) system.

The role will involve communicating the aims and successes of the programme internally and externally, to funders, partners, stakeholders and target audiences.

The post holder will divide their time equally between the above and the role of Booktime website editor.

The post holder will report to the Booktime Programme Manager

The Booktime Programme Manager will support the postholder and has overall responsibility for the Booktime Programme

Key Responsibilities:

- Responsible for contracts and relationships with CRM, data, distribution, aftercare and website suppliers and related projects, using project management tools and techniques, in line with the programme plan
- As budget holder for Booktime Logistics, Website and related projects: setting, agreeing, monitoring, controlling and reporting on project budgets of around £430,000 in total each year
- Ensuring orders, deliveries and aftercare services are provided to schools, libraries, local authorities, coordinators responsible for social inclusion and other key stakeholders
- Supported by colleagues in the Marcoms Department and fellow Booktrust website editors, working with suppliers to review, plan and manage the delivery of website developments and updated content using a Content Management System (CMS), assisted by a member of the Booktime team
- Managing the Booktime CRM, ensuring the system delivers optimum capability; obtaining and maintaining accurate, updated logistical information, assisted by a member of the Booktime team

Principal Duties:

- Ensuring that all projects are delivered on time and on budget, with the full buy-in and support of strategic and operational partners and end users nationally and locally
- Preparing and monitoring work packages issued to project delivery teams, including project briefs, schedules, milestones and deliverables
- Providing regular progress reports to the Programme Manager and project leads, including any risks or issues
- Providing periodic review and planning documents, including quality standards and controls, and reports on outputs and outcomes
- Acting as the first point of contact for Booktrust colleagues working on the logistics and websites of other Booktrust free books programmes and related projects or prizes, and for relevant suppliers and contractors, enhancing communication and the sharing of ideas about these projects across the organisation
- Working with the Booktime team and Marcoms Department to gather and disseminate evidence of the benefits of the programme, news updates and delivery notification, to internal and external stakeholders and target audiences, via regular electronic alerts, bulletins, newsletters, emails and the website
- Working with colleagues and suppliers to coordinate the delivery of the next phases of the website and CRM developments, such as online ordering and self-service functions via the CRM, and enhancing navigation and social media developments via the website

General duties:

- Maintaining print and electronic documents and files so that they are easily accessible to colleagues
- Ensuring that all reasonable duties are carried out as directed by the Programme Manager
- Being an active member of the Booktime team, participating in meetings and supporting colleagues
- Providing regular progress reports to the Programme Manager
- Carrying out all duties in line with Booktrust policies and procedures and being prepared to undertake additional reasonable duties, as required

- To promote Booktrust and its vision and values in all activities, both internally while carrying out duties and externally, with stakeholders and the general public

Person Specification

Qualifications, knowledge, skills and experience:

Essential:

- Experience of coordinating projects and logistics supporting national or regional projects or programmes
- Project management skills, including devising project reviews and plans; monitoring and reporting on project milestones, deliverables, risks, issues and budgets, etc
- Excellent ICT and technical skills, with expertise in databases and software packages, including Microsoft Word, Excel and Powerpoint
- Experience of websites, as an interested user, if not as a website editor
- Experience of generating and disseminating complex information to a variety of audiences, with a high level of written and verbal communication and presentation skills
- Ability to analyse, interpret and report on large volumes of statistical data in a variety of creative and visually engaging formats
- Experience of writing and editing copy, images and graphical representations in electronic formats, including project reports, letters, e-bulletins, etc
- Ability to work well independently and as part of a team
- Ability to work with people at all levels in a variety of situations and environments, with tact and diplomacy
- Experience of taking the initiative and carrying out responsibilities in accordance with targets and objectives, with minimal supervision or guidance
- Ability to problem solve and deal calmly with situations that may arise
- Experience of working under pressure and delivering to tight deadlines
- Ability to facilitate the technical and data needs of colleagues and end users
- Knowledge and experience in the charity, literature and/or education sectors

Desirable:

- Formal training in project management, Prince2 would be an advantage
- Experience of creating and editing user-friendly website content and developing appropriate structures and functionality
- Knowledge and experience in sales and marketing
- Knowledge of MS Project

Staff Competencies:

- Creativity & Innovation
- Personal Effectiveness & Expertise
- Communication
- Team Work
- Managing self and others
- Self Development
- Commitment and Integrity

Special conditions of the post

Training will be provided in the use of the Booktime CMS and CRM systems, and in writing and editing website content if required.

This role will be based at our Wandsworth office in London, the post holder must be willing to travel within the UK and to work out of office hours, if required, including occasional evening and/or weekend meetings and events.