

Volunteer and Reader Support Manager Job Description

Hours: Full-time (37.5 hrs)

Salary: £30,000-£33,000 FTE. Appointments are typically made at the entry point of the salary band, depending on skills, qualifications, and relevant experience

Location: Home-based, with attendance at team meetings in central Birmingham (Typically, 3 times annually)

Reports to: Head of Regional Operations

Responsible for: Currently 1 direct report (Training Support Officer) and national volunteer activities

Read Easy UK is a fast-growing national charity dedicated to transforming lives through reading coaching. Through our network of locally run volunteer groups, we provide free, confidential, one-to-one reading coaching to adults who want to improve their reading and change their future. Last year, 1,844 adults were supported through our network of trained volunteers, helping them increase their confidence, independence and opportunities.

As we continue to grow, we're looking for a talented and proactive Manager to lead the systems, processes and support that enable our volunteers and local groups to thrive.

This is an exciting opportunity to join Read Easy at a pivotal time in our development. With ambitious plans for growth and impact, you'll play a leading role in ensuring that volunteers receive the responsive, high-quality support they need to transform lives through reading. You will also support any Readers who call us for support with compassion and efficiency

Additional information about Read Easy can be found by reading our strategy.

[Our Strategy - Read Easy](#)

Role Purpose

The purpose of this role is to oversee the central delivery of volunteer and Reader support across Read Easy, ensuring enquiries are handled efficiently and consistently and that volunteers, Readers and groups can access the guidance they need. The postholder is responsible for managing support systems, coordinating a small team of volunteers and staff, and driving continuous improvements to processes that enable the organisation to operate effectively and scale its impact.

Who are we looking for?

We're looking for an experienced and highly organised administrative manager who is passionate about delivering outstanding service.

You'll be someone who enjoys building relationships, improving systems and making things work better. Equally comfortable supporting people, managing processes and solving problems, you'll combine strong operational skills with a positive, practical approach.

You'll thrive in a collaborative environment, take ownership of challenges and their solutions,



and be motivated by the opportunity to help a growing national charity expand its reach and impact. Most importantly, you'll share our belief that everyone who wants to, should have the opportunity to learn to read and change their future.

Key responsibilities

You will take ownership of supporting volunteers and Readers who contact Read Easy.

The responsibilities below represent the role's regular activities. However, as a mission-driven organisation, we value flexibility, initiative and teamwork. The successful candidate will be happy to take on a variety of additional tasks and projects, which contribute to the success of Read Easy and the people we support.

Volunteer and Reader Support

- Lead the delivery of volunteer and group administration and support processes, ensuring both new volunteers and established affiliated groups receive a professional, efficient and welcoming experience.
- Oversee the handling of volunteer, Reader and public enquiries, ensuring excellent customer service and timely resolution or escalation where required.
- Maintain and update volunteer facing policies, procedures and other resources where directed, ensuring documents are accurate, current and accessible so that volunteers and affiliated groups have access to the information and support they need to succeed.
- Take responsibility for regular updates to affiliated group webpages.

Operational Management

- Manage systems, records and resources that support volunteer operations, ensuring information remains accurate, accessible and up to date.
- Support all group and Reader operations. Manage and develop volunteer support systems, records and digital resources, ensuring they remain accurate, accessible and effective, while collaborating with colleagues and service providers to resolve issues and drive continuous improvement.
- Lead on REUK's evaluation and impact measurement by managing our End of Year report process from end to end, including analysis of results to inform reporting and planning.
- Ensure effective digital systems support is available to volunteers, working with colleagues and service providers to resolve issues and improve user experience.
- Monitor and support processes relating to Reader enquiries and engagement, ensuring prospective and existing Readers receive a responsive and positive experience.
- Ensure coverage for telephone, resource email inboxes and volunteer support tasks, including creation of rotas where necessary.
- Provide the Senior Management Team with reports as required.

Leadership and Continuous Improvement

- Manage and support designated employees (Currently 1 Training Support Officer).



- Act as a point of contact and oversee tasks delivered by specified national volunteers, promoting high standards, collaboration and continuous improvement.
- Provide operational insight, analysis and reporting to support organisational planning, decision-making and service development.
- Identify opportunities to strengthen systems, improve efficiency and enhance the volunteer and Reader experience across the network.
- Develop impact reporting as required.

General

- Undertake other duties and projects reasonably required by the organisation.

Essential candidate criteria

- At least three years' experience in an operations, volunteer management, customer service, programme delivery or support management role, including responsibility for the administration and coordination of services, managing processes/systems and building relationships with a range of stakeholders.
- Excellent computer literacy and experience in the use of Microsoft programmes, including SharePoint, plus willingness to learn new IT skills, when necessary, e.g., bespoke training system software.
- Excellent communication skills, written and spoken, a good telephone manner and ability to adapt your style to suit different audiences and situations.
- Strong organisational skills, including an ability to create and use systems.
- Demonstrable ability to analyse and communicate complex and nuanced issues.
- Excellent attention to detail, including a good level of written English.
- Ability to work on your own initiative and as part of a team.
- An understanding of, and enthusiasm for, the vital contribution volunteers make.
- Advanced Excel skills e.g., using pivot tables, performing general calculations using formulae, creating charts and graphs to produce reports and manage processes.
- Resilient, flexible and approachable, with the ability to remain calm under pressure, manage competing demands and take a hands-on approach to supporting the wider team when required.
- Lives within approximately an hour's travel to Birmingham for team meetings (Typically 3 times annually).

Desirable candidate criteria

- Experience in supporting high volumes of remote and skilled volunteers.
- Experience working within the charity or voluntary sector.
- Experience of managing external service providers and service delivery.
- Experience in updating webpages using Word Press.
- Experience in using Canva.



We expect all our colleagues to:

- Develop a strong understanding of Read Easy UK's structure, services and ways of working at both national and local level.
- Operate in accordance with Read Easy's values.
- Work collaboratively with colleagues, volunteers and external stakeholders to support the charity's objectives.
- Handle information confidentially and in accordance with organisational policies and data protection requirements.
- Undertake four weeks' induction which includes learning how Read Easy works at local and national level, and completion of mandatory training modules via our Learning and Management System (LMS) relevant to their role e.g. Data Protection, Health and Safety.
- Commit to on-going learning and development via regular whole team development opportunities across the year, including additional skills modules available via our LMS as required.
- Champion Read Easy UK's commitment to equality, diversity, inclusion and belonging.

Benefits

- Annual Salary £30,000-£33,000 (FTE) Appointments are typically made at the entry point of the salary band, depending on skills, qualifications, and relevant experience.
- Pension: Above statutory - 4% employer on all earnings (5% employee contribution).
- 25 days holiday plus bank holidays and non-contractual Christmas closing (up to 3 days) and 2 days volunteering leave – pro-rata for part-time roles.
- Company sick pay to financially support you when you are unwell (above statutory upon completion of probationary period).
- Support when extending your family – company parental and adoption pay (above statutory after 12 months service).
- Access to RewardHub – which gives retail discounts and has a 'Wellbeing Centre' with tools, tips, recipes, workout videos and guides which will help you to reach your own wellbeing goals.
- A collaborative, creative and inspiring working environment full of committed and passionate employees and inspirational volunteers.

To apply

To apply, please download [this application template](#) to help you prepare your application. You will also find the link to the online application form within the template.

The closing date for this post is the 23:59 on 11th November 2026.

Should you be shortlisted the first round of interviews will take place via Teams on Wednesday 18th November with interviews in person the following week in Central Birmingham.