CLEAN BREAK

Operations Assistant Recruitment Pack

Welcome!

Thank you very much for your interest in joining our team of Operations Assistants at Clean Break.

Because our work is about highlighting women's experiences and providing gender-specific services to women, all of our positions are open to women only (exempt under Equality Act 2010 Schedule 9, part 1).

We hope that this pack will give you plenty of information before you apply. Our website (cleanbreak.org.uk) will also give you lots of background on our company and our work.

We want everyone who believes they meet the Person Specification to feel comfortable and confident in applying for this role. It is our responsibility to make the application process accessible, and to give you the information you need to decide whether you might apply. So, if you require the pack or any further information in a different format, or have any questions before you apply, please get in touch.

So, if you require the pack or any further information in a different format, or have any questions before you apply, please get in touch through recruitment@cleanbreak.org.uk and you'll hear back from us.

The deadline for submitting applications for this role is 12noon on Thursday 9th of May.

Good luck with your application and we look forward to hearing from you.

About Clean Break

Clean Break is a women-only theatre company making transformative theatre in prisons, in the community, and on stage. We were founded in 1979 by two women in prison who believed in the power of theatre to change lives and tell the stories of women in the criminal justice system.

Our vision is of a society where women can realise their full potential, free from criminalisation.

Clean Break is a company for all women (this includes cis, intersex, and trans women) and our women-only identity is crucial to our rationale. The treatment of women by the criminal justice system is one of the clearest demonstrations that our society is still unequal and that women are judged by different standards to men. This treatment is intersectional, and so equity and inclusion sit at the heart of all our work and ways of working. It is for this reason that we work in a women-only setting and use an exemption allowed within the Equalities Act to employ only women in our organisation (exempt under Equality Act 2010 Schedule 9, part 1).

It is our belief that theatre enables women to challenge their oppression by society in general and by the criminal justice system in particular. We also recognise that the theatre industry remains a sector dominated by those from positions of privilege and power. Our mission requires us to challenge exclusion in the sector and make it a space where all women are represented and feel like they belong, can work and thrive. Having these voices is essential to the life of theatre.

Equal Opportunities

We strongly believe that your lived experience enhances what you bring to a professional setting. We want women from a broad range of diverse backgrounds with a cross section of skills, experiences, and narratives to extend and develop how we work.

The UK's cultural workforce does not represent the diversity of our society – far from it. We know that many women face multiple barriers when looking to begin or progress a career in the arts, for all sorts of reasons.
We recognise that you are even more likely to have faced barriers, in our sectors and others, if one or more of the following represent you:

- You have lived experience of the criminal justice system, this means personal (not professional) contact with probation, prison and/or the police, or that you have been at risk of entering the criminal justice system because of alcohol or drug use
- You are from the global majority [1]
- You don't have social or financial privilege, and/or you identify as working class
- You identify as D/deaf or disabled or both

and we warmly welcome your application.

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[1] a collective term that first and foremost speaks to and encourages those so-called to think of themselves as belonging to the global majority. It refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and or have been racialised as 'ethnic minorities'. Globally, these groups currently represent approximately 80% of the world's population making them the global majority

Positive action:

We have specific positive action in place for our interviews. If you have lived experience of the criminal justice system [2] or you identify as D/deaf or disabled, you can choose whether you would like us to apply our positive action policy when reviewing your application – you just need to answer yes to the question apply positive action. If you answer yes, this means that, if you have clearly shown in your application that you meet our minimum criteria, you will be invited for an interview.

We do not ask you to disclose any further details in your application, and we treat all positive action answers confidentially and sensitively. Please read our separate Criminal Records Disclosure Information for Job Applicants if you would like to know how you can disclose further details about a criminal record during the application process.

[2] By lived experience, we mean that you have had personal (not professional) contact with probation, prison and/or the police, or that you have been at risk of entering the criminal justice system because of alcohol or drug use.

What we value

We have core company values which guide and shape how we work:

collaboration **compassion** **courage** **creativity** **equity**

We seek out women who share and live these values.

Our team members are passionate about social and racial justice and about improving the lives of women with lived experience of the criminal justice system. We believe strongly in the power of theatre to transform lives. We know that women's careers take many different paths for all sorts of different reasons. We support and celebrate this.

You don't need to have an arts qualification, or a university degree or college education, to work with us.

Who do we need for this role?

We are on the lookout for an Operations Assistant who is compassionate, patient, and practical. We are also seeking individuals who are eager to develop their operational and events coordination skills. As a valued member of our team, you will contribute significantly to three key areas of our operations:

1. Creating a Welcoming Environment: Your role involves extending a warm and trauma-informed welcome to our building, living our core values, and ensuring everyone feels valued and respected, including staff, hirers, visitors, and Members participating in our programmes.
2. Supporting the Operations Team: You will play a crucial role in maintaining the seamless functioning of our building, systems, and procedures, collaborating closely with the Operations Manager and across all teams.
3. Administrative, Operational and Events Support: You will provide administrative and practical assistance for room hires and Clean Break events, ensuring smooth coordination and attendee satisfaction.

We are seeking individuals who are proactive in suggesting ideas and initiatives to improve systems or processes. Your creative input and forward-thinking approach will be invaluable in enhancing our community's experience and addressing emerging needs.

We are looking for individuals with exceptional communication skills and a genuine desire to support others. Given our trauma-informed approach, previous experience working in spaces with vulnerable adults is preferred, or a deep understanding of creating safe and nurturing environments. You will be comfortable working independently, often stationed in the welcome area, where your presence will offer reassurance and support to those who enter our space.

Your responsibilities will vary, from engaging with potential hire customers to generating earned income, setting up rooms to managing first aid and safety procedures. Flexibility is key, as your day may involve desk-based work, practical tasks, or a blend of both. You will excel in multitasking, confidently managing administrative duties while prioritising tasks effectively.

Joining our team of Operations Assistants means receiving comprehensive training and ongoing support. Flexibility in availability is essential, with a commitment to regular working days and additional hours on evenings and weekends. Core hours for the role are 8 or 16 per week, with the potential to increase to 18-24 hours.

This role offers a unique opportunity to cultivate skills in events management and arts administration, with no prior experience in the arts sector required.

What’s the building like?

For twenty-five years we’ve been based in our much-loved, and well-used building, tucked away down a cobbled street just off Kentish Town Road.

Our building is split across two floors, housing office spaces, meeting rooms, three rehearsal studios and the Green Room – our communal area for staff and Members. There are five toilets; there is a lift and level access throughout. We have a private courtyard garden, tended to by staff and volunteers. At maximum capacity we can accommodate 100 people across the premises.

It’s essential that our home is kept in good working condition and is always welcoming and safe. It’s always important to us that the building feels like something of sanctuary for the women we work closely with on site.

We are in the middle of a capital investment project for our building, and as such it is set to be part-closed for up to 6 weeks this summer while we have our spaces refurbished. This will be a design co-created with our Members to ensure that we are embedding trauma-informed practice in our environment.

What type of contract is this?

This is a part-time employment contract, with a zero hours or casual element in addition. Contracts will be for a commitment to regular weekday daytime hours each week, with additional hours during evenings and weekends offered when available on a casual basis.

We would work on the understanding that you have some availability and interest in particular evening or weekend shifts, but casual means we have no obligation to offer these evening and weekend shifts, and you would have no obligation to accept them.

For example, an Operations Assistant might commit to Monday – Wednesday mornings 08.45-13.30 each week and take on Saturday and Sunday morning shifts when available. Or they might work Thursdays 08.45-18.15 each week and take on Monday and Tuesday evening shifts when available.

The rate of pay is linked to London Living Wage, and we commit to offering this as the minimum hourly rate for this role. This role is therefore offered at £13.15 per hour before taxes and other payroll deductions.
This role is based in our building Kentish Town, North London (offices and rehearsal studios).

A holiday entitlement is offered pro-rated to the regular part-time working hours of your contract. This is bookable in advance, and we have a closure over the festive period so that we all have a break. Additionally, under the new regulations, any variable hours will have 12.07% paid as holiday alongside pay for those hours.

Job Description

At Clean Break, our Operations Team is dedicated to fostering a vibrant community within a safe, inclusive, and exceptional environment. The Operations Assistant role is pivotal in creating a secure, trauma-informed environment, enhancing Member and staff experience, and ensuring the successful delivery of Clean Break hire and event plans.

Main Responsibilities:

- Be the warm and welcoming first point of contact at the welcome desk, fostering a sense of belonging for all enquiries and visitors in person, by phone, and by email.
- Work with the Operations Manager to assess and implement improvements to facilities and assets, enhancing the overall experience for members, staff, and hirers, continuously striving to meet the needs of our community.
- Support communication across the on-site and remote staff team, facilitating connections and collaboration within our community.
- Prioritising health, safety, and accessibility within daily tasks, centring Members whenever possible.
- Be a key holder for the building, ensuring it is securely locked at the end of the day.
- Maintain confidentiality and adhere to Clean Break codes of practice and policies, respecting the privacy and dignity of our community.

Health and Safety & Accessibility:

- Ensure all sign-in and out protocols are followed by staff, members, and other visitors, promoting a safe and secure environment.
- Cover duties of Fire Marshal and First Aider (training provided in role).
- Conduct regular walk-throughs of the building to inspect safety hazards and accessibility barriers, ensuring our space is welcoming to all.
- Collaborate with volunteers to support kitchen operations and health and safety compliance.

Member and Staff Focus:

- Handle Member questions and issues appropriately, connecting them promptly with Member Support staff when needed.
- Issue cash to Members for travel and other expenses, as guided by Member Support staff.
- Ensure Members and staff have access to necessary facilities and accommodations within the building.

Hire Customer Experience:

- Deliver exceptional customer experiences to hire customers and visitors, guided by principles of compassion and collaboration, showcasing the warmth and hospitality of our community.
- Provide clear and transparent communication with hirers regarding booking processes and requirements, fostering trust and reliability.
- Address any issues or concerns raised by hirers in a timely and effective manner.
- Collaborate with the Operations Manager and Communications Team to promote Clean Break's spaces and services, turning potential hire enquiries into customers that keep coming back.

Event Facilitation:

- Collaborate with the wider Clean Break Team to plan, organise, and execute events within the Clean Break premises and occasionally offsite, creating opportunities for our community to connect, learn, and grow together.
- Ensure that all necessary arrangements are in place for successful event execution, including setup, catering, technical support, and cleanup.
- Collect feedback from event organisers and attendees to identify areas for improvement and enhance future event experiences.

Culture & Values

We ask all staff to contribute positively to the company culture by:

- participating in our actions to improve equality and inclusion for all women, particularly in relation to delivering on our anti-racism action plan and on our commitment to include our Members more fully in the life of the company;
- upholding and celebrating the company's values: compassion, collaboration, creativity, courage, and equity;
- demonstrating and encouraging excellent communication with colleagues;
- engaging positively with team development initiatives, wellbeing and social activities;
- getting involved with the recruitment and welcome of new colleagues, volunteers and trustees.

Person Specification

This is the section you will refer to the most during the recruitment process.
Below, we have listed the specific skills, knowledge and experience we are looking for.

1. Welcoming: a friendly, patient and warm communicator who is able to hold professional boundaries.
2. Customer service: experience of providing excellent customer service face to face with a positive attitude.
3. Safeguarding: a strong understanding of how to provide a safe and welcoming space for vulnerable women.
4. Communication: confident communicating information and answering queries by phone and email.
5. Multi-tasking: enjoy juggling and prioritising a range of tasks, unfazed by regular interruptions.
6. Admin experience: able to work accurately and effectively at administrative tasks.
7. Practical: proactive, can-do approach to identifying and dealing with simple practical issues around a workplace, e.g. trip hazards, blocked fire escape routes, restocking supplies, setting up spaces.
8. Team focused & collaborative: skilled at keeping colleagues updated with relevant, timely information using the most effective channels of communication and bringing a positive can-do approach to tasks.
9. Cash handling: experience of taking responsibility for cash payments from a cash float, and keeping good financial records.
10. IT skills: familiarity with Microsoft 365 (Outlook, Word, Excel, Teams), and confident working with technology (devices and software).
11. Confidentiality: a good understanding of how to protect a person's data, and when to keep information shared with you confidential.
12. Health & Safety: having First Aid at Work and Fire Marshal certificates, or willingness to undergo training.

Contract Terms & Benefits

Job Title	Operations Assistant
Reports to	Operations Manager
Contract type	Minimum hours employment contract with casual option
Working hours	Minimum of 8 or 16 hours per week, Variable casual hours additional
Rate of pay	£13.15 per hour
Probation period	3 months
Notice period after probation	4 weeks
Annual leave allowance	25 days with 3 additional specified days between Christmas and New Year plus public holidays (pro rata) i.e., 8hrs/wk contract 7 days, plus 12.07% holiday pay for variable hours 16hrs/wk contract 14 days, plus 12.07% holiday pay for variable hours
Location	Kentish Town, North London

Physical access	The cobbled street outside our building is uneven with parked cars; care is therefore needed when accessing the building by wheelchair or with other physical aids. The building itself has been designed to be wheelchair accessible throughout and all spaces can be accessed step-free.
Pension scheme	Scottish Widows pension scheme: for eligible staff, Clean Break will contribute 3.5% of your salary when you contribute at least 5% of your net salary
Other benefits	Employee Assistance Programme, training budget, theatre ticket scheme, cycle to work scheme
Pre-work checks	Two satisfactory references; Evidence of right to work in the UK; Basic Level DBS check - see below

This role involves access to personal data and systems and working in a building where the safety of everyone on site is essential. For these reasons, we will request a Basic Level Check from the Disclosure & Barring Service (DBS) after any conditional offer of employment.

A Basic Level Check will only show convictions and/or conditional cautions that are not 'spent'. For more information on how long it takes for convictions and conditional cautions to becomes 'spent', please refer to Nacro's guidance on the Rehabilitation of Offenders Act. You might want to make use of Unlock's Disclosure Calculator, to find out if a criminal record needs to be disclosed in this instance. A criminal record, in itself, will not prevent someone from being appointed to this job.
Further detail from our policies on Equality & Diversity and Criminal Records Disclosure are provided alongside this Pack as separate documents.

How to apply for this role

To apply for this role you will need to complete the application form, which is downloadable alongside this pack.

We also ask all applicants to complete an equal opportunities monitoring form and submit this via an online form. The link for this is provided in the application form. Your answers really help us understand how we are doing in attracting a broad range of candidates. Every question has a 'prefer not to say' option. These monitoring forms are anonymous and cannot be linked in any way to your application. There is a link to the monitoring form in the application form.

In the application form, you will be asked whether you would like your application to be considered under our positive action policy – if you wish to be invited for interview based on our minimum criteria, in line with our policy, this is where you should let us know.

Once you are ready to submit your application, please send it to recruitment@cleanbreak.org.uk with the subject line "Clean Break Ops Assistant Application".

We will confirm receipt of your application in an email.

Next Steps and minimum criteria

Our shortlisting panel will select the applicants they would like to meet for interview. They will focus on applicants who have met the following minimum criteria:

- Submitted a complete application, before the deadline
- Provided relevant information on their work history and training & qualifications without significant unexplained gaps
- Scored ‘met’ for all criteria tested in the application form

The panel will first allocate interview slots to candidates who meet the minimum criteria and have asked us to apply our positive action policy.

The remaining interview slots will be allocated to candidates who have scored most strongly across the questions in the application form. This will mean scoring at least ‘met’ on each criteria tested and will most likely mean scoring ‘strongly met’ in some areas.

All applicants will be contacted by end of Monday 13th of May whether they have been shortlisted or not.

We always share the names of the interview panellists and the format of the interview in advance. If you have access needs, we will meet them. For those selected for interview, these will take place in our building in Kentish Town.

Feedback

All applicants who attend an interview will be offered individual feedback.

For those not selected for interview, in place of individual feedback we can provide, on request, a short summary of what we found that the strongest applications had in common, which we hope will help you with future job applications.

Key Dates 2024

Application Deadline	Thursday 9 May, 12pm midday
Shortlisting Complete	Monday 13 May
Interviews	Thursday 16 May or Friday 17 May (in-person, at Clean Break)
Start Date	As soon as possible

Thank you again for reading this pack, and we hope to hear from you.

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