

**CLEAN
BREAK**

**Interim Operations Assistant
Recruitment Pack**

Welcome!

Thank you very much for your interest in the role of Interim Operations Assistant at Clean Break (3 June to 17 July 2021).

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 if you want to 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.

Send any requests or questions to recruitment@cleanbreak.org.uk and you'll hear back from Cath (Head of Finance & Operations) or Eva (Finance & HR Assistant). If you'd like a phone chat with someone in the Operations team about whether this role might be right for you, let us know by email and we'll arrange a time.

The deadline for submitting applications for this role is end of day on Sunday 23 May 2021.

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

Equal Opportunities

Clean Break is a women's theatre company, founded in 1979 by two women prisoners who believed in the power of theatre to transform lives.

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

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.

Clean Break has long sought to break down barriers to entry for women in the arts and across society: it's at the heart of our vision. But we have plenty more to do, and we are looking at new ways to strengthen our role in creating long-lasting change for women in the UK workforce.

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Equal Opportunities

We recognise that women are even more likely to have faced barriers, in our sectors and others, if they identify as one or more of the following:

- women with lived experience of the criminal justice system (including former prisoners, probation clients, and/or women cautioned by the police)
- Black, Asian and minoritised women
- women from a lower socio-economic background
- women who identify as D/deaf or disabled.

As ever at Clean Break, if you tell us that you have personal experience of the criminal justice system or that you identify as D/deaf or disabled, and you have clearly demonstrated in your application that you meet the minimum criteria outlined later in this pack, you will be invited for interview.

What sort of people work for us?

We have core company values which guide and shape how we work: compassion, collaboration, creativity, courage, change, and equity & fairness. We seek out women who share and live these values.

Our team members are passionate about social justice and about improving the lives of women with lived experience of the criminal justice system and 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're looking for a friendly, patient Operations Assistant to create a warm, professional welcome for our Members, staff and freelance artists as they return to our building, and to provide administrative and practical support for the Operations team. Our Members are women with lived experience of the criminal justice system or are at risk of entering it due to drug, alcohol or mental health issues.

This is a temporary 3-5 day a week role to support us while we run elements of our summer season from our building (3 June – 17 July, 6 weeks + training).

You'll be excellent at communicating with and supporting a wide range of people. Our working practice is trauma-informed, so we're looking for someone with previous responsibilities in work or community spaces with vulnerable adults. You'll also be comfortable in your own company, as there will be periods of time when you are by yourself in the reception area.

Based in our reception office but sometimes working around the building helping with health & safety protocols including sanitising surfaces, handling deliveries, sorting out signage and room set-up, you'll be a natural multi-tasker, confident dealing with a range of admin and practical tasks, and able to organise your own time and priorities effectively.

You don't need previous experience working in an arts organisation to do this role.

What type of contract is this?

It's a fixed term employment contract from Thursday 3 June to Friday 16 July 2021, 2-3 days initially, then 5 days. Some additional hours may be offered on Saturday 17 July around final performances of Through This Mist.

The hours are below – all days are 7 working hours plus 1 hour unpaid lunch break. Lunch breaks will normally be 12-1.

3-4 June 9am-5pm (2 days, training)

7-9 June 9am-5pm (3 days)

14-16 June 9am-5pm (3 days)

21-23 June 9am-5pm (3 days)

28-2 July 9am-5pm (5 days)

5-9 July 9am-5pm (5 days)

12-16 July 9am-5pm (5 days)

17 July TBC, additional hours may be offered

The full-time equivalent salary is £21,500 per annum: approximately £82 per day before taxes and other payroll deductions.

Across this period, you would have 2.5 days of annual leave, with leave days / half days to be planned with your manager around busy days.

This role is based in our building Kentish Town, North London (offices and rehearsal studios).

Job Description

- Be the welcoming and helpful first point of contact at reception, for all enquiries and visitors in person, by phone and by email
- Handle questions and issues arising for Members appropriately, in line with our trauma-informed practice, connecting them promptly with Member Support staff
- Support good communication across the staff team working on-site and from home
- Ensure all sign in and out protocols are followed by staff, Members and other visitors
- Receive and store deliveries; receive, scan and send post
- Ensure all safety signage around the building is in place and in good condition
- Issue cash to Members for travel and other expenses, as guided by Member Support staff
- Assist with fire safety and other health & safety procedures, including Covid-secure measures
- Assist the operations team with other practical tasks around the building
- Assist the operations team with general administrative tasks

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Job Description

Culture & Values

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

- upholding and celebrating the company's values
- 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
- participating in our actions to improve equality of opportunities for women and to become an Anti-Racist organisation

Other

- Think and work sustainably, and contribute to our Environmental Action Plan
- Maintain confidentiality and adhere to Clean Break codes of practice and policies
- Carry out other duties as reasonably required

Person Specification

Below, we have listed the specific skills, experience, knowledge and qualities we are looking for.

1. Interest: able to demonstrate a clear interest in this type of work [A]
2. Welcome: a friendly, patient and kind communicator (both verbal and written) who is able to hold professional boundaries [A]
3. Customer service: experience of providing excellent customer service face to face [A]
4. Phone and email: confident communicating information and answering queries by phone and email [A]
5. Vulnerable adults: has held responsibilities in either work or community spaces with vulnerable adults [A]
6. Multi-tasking and interruptions: enjoy juggling and prioritising a range of tasks, unfazed by regular interruptions [A]
7. Strong admin: able to work accurately and effectively with written detail, data and filing systems [A]
8. Practical: good at spotting and dealing with simple practical issues around a workplace, e.g. trip hazards, blocked fire escape routes, restocking supplies [A]
9. Team focused: skilled at keeping colleagues updated with relevant, timely information using the most effective channels of communication
10. Cash handling: experience of taking responsibility for cash payments from a cash float, and keeping good financial records
11. IT skills: familiarity with Microsoft 365 (Outlook, Word, Excel, Teams), and good at identifying and describing basic issues with office tech.
12. Data protection and confidentiality: a good understanding of how to protect a person's data, and when to keep information shared with you confidential

Contract Terms & Benefits

Reports to	Operations Manager
Contract type	Fixed term, fixed hours employment contract
Working hours	21-35 hours a week (see detailed work pattern under 'What type of contract is this?')
Salary	£21,500 per annum full time equivalent
Probation period	2 weeks
Notice period after probation	2 weeks
Annual leave allowance	2.5 days (based on 28 days /year plus public holidays for full time staff)
Location	Office based in Kentish Town North London

Contract Terms & Benefits

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

This post involves access to financial 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 become 'spent', please refer to [Nacro's guide on the Rehabilitation of Offenders Act](#). 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

Application for this role is by completing an application form and answering some general questions in our [application portal](#). The application form is downloadable alongside this pack.

We also ask all applicants to complete an Equal Opportunities Monitoring Form, and submit this separately, outside of the application portal. 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.

Take the time that you need to fill out the application form before accessing the portal. Please save your completed application as a single PDF document. Once you are ready to upload it and complete your application, the link on the next page will take you to our application portal.

You will be asked to confirm that you are a woman, that you have the right to work in the UK, and that you understand that any job offer will be subject to references and a Basic Level DBS check. You will also be asked whether you have lived experience of the criminal justice system or whether you identify as D/deaf or disabled – you do not have to disclose this information here, but if you wish to be invited for interview on this basis, in line with our policy, this is where you should let us know.

Making an application

After this, you will be prompted to upload your completed form.

Link for submitting applications: [Link to application portal](#)

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You will receive an automated email response confirming that your application has been successfully submitted.

Link for completing equal opportunities monitoring form: [Link to EO Form](#)

Next Steps

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
- Demonstrated clearly in their application form, with examples, that they can meet the numbered points marked [A] in the Person Specification. The other numbered points would be discussed at interview.
- Described clearly in their application form how they share our values and passions, as described in the section 'What sort of people work for us?'

The panel will first allocate interview slots to candidates who meet the minimum criteria and have chosen to tell us that they have lived experience of the criminal justice system and/or that they identify as D/deaf or disabled.

The remaining interview slots will be allocated to candidates who have demonstrated most strongly how they meet the points marked [A] in the Person Specification, and how they share our values and passions.

All applicants will be contacted by end of Tuesday 25 May whether they have been shortlisted or not.

For those selected for interview, these will take place in our building in Kentish Town, and we will send the names of the panel in advance.

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

Application Deadline	End of Sunday 23 May 2021
Shortlisting Complete	Tuesday 25 May
First Interview	Thursday 27 May
Start Date	Thursday 3 June 2021

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