

**CLEAN  
BREAK**

**Operations Assistants  
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](http://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.

Send any requests or questions to [recruitment@cleanbreak.org.uk](mailto: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 10am on Tuesday 31 August 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 continued

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 are putting together a team of friendly, patient and practical part-time Operations Assistants to form the backbone of three essential aspects of our work:

- creating a warm, professional welcome to our building for our staff, hirers, visitors and our Members (participating in our programmes for women with lived experience of the criminal justice system or at risk of entering it due to drug, alcohol or mental health issues)
- providing administrative and practical support for room hires
- supporting the Operations Manager and Head of Finance & Operations to ensure the smooth running of our building, systems and procedures

You'll be brilliant at communicating with and supporting a wide range of people. Being able to deal with a range of customer behaviours and remain calm in difficult situations is essential, you'll be able to demonstrate a strong understanding of how to provide a safe and welcoming space for vulnerable women. Our practice is trauma-informed, and we provide staff with training to support this environment. 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, and the last to leave the building and lock up.

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## Who do we need for this role? continued

Based generally in our reception area, Operations Assistants will regularly work around the building introducing new and potential hirers to our spaces, setting up rooms for staff and hirers, keeping us safe by handling first aid and basic building safety, and sorting out signage. Some shifts will naturally be more desk based, focused on welcoming visitors and dealing with general enquiries and admin, others more practical. You'll be a natural multi-tasker, confident having a go at a range of admin and practical tasks, and able to organise your own time and priorities effectively.

We expect to build a team of 4-6 Operations Assistants, who will receive full training and regular refresher training in-house, as a team. We're looking for some flexibility with your availability: we're asking each of the team to commit to some regular, daytime shifts Monday to Friday and also to take on additional hours during evenings and weekends when rooms are being hired out, as well as covering each other's holidays.

At its busiest, our building is open 9am-10pm, 7 days a week; due to the pandemic, we have been closed to hirers since March 2020, and we're currently operating weekdays 9am-5pm. We expect that our return to full evening and weekend operations will be gradual, so the Operations Assistants' hours would increase gradually. At the start, you would be working about 8-12 hours a week (daytime weekdays), increasing to about 14-24 hours a week (including some evening and weekend shifts).

This is a great opportunity to learn a range of events management and arts administration skills. You don't need previous experience working in an arts organisation to do this role.

## What's the building like?

For over twenty 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, four rehearsal studios and the Green Room – our communal area where staff and Members can share a cuppa and a chat. 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. We have worked hard over the last year to make it COVID secure and continue to review and update our approach. It's always important to us that the building feels like something of sanctuary for the women we work closely with on site.



## What type of contract is this?

This is a fixed term, minimum hours contract for an initial period of one year while we trial this new approach for Clean Break. Contracts will be for a commitment to some 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 9.30-1.30 each week, and take on Saturday and Sunday morning shifts when available. Or they might work Thursdays 9.30-5.30 each week, and take on Monday and Tuesday evening shifts when available.

The rate of pay is £10.85 per hour before taxes and other payroll deductions. In addition to hours worked, Operations Assistants are entitled to the equivalent of 7.2 weeks' paid holiday a year including public holidays and 3 additional days offered between Christmas and New Year. One 'week' for holiday purposes is based on the average hours you work each week, counting only the weeks you actually work.

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
- Administrate hires programme, ensuring a smooth and supportive through-line from initial enquiry to hires conclusion; including taking, checking and chasing payments; updating web listings; building relationships with returning and prospective hirers.
- 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
- Cover duties of Fire Marshal and First Aider
- Be a key holder for the building, ensure the building is securely locked at the end of the day

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# Job Description continued

## 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 a strong understanding of how to provide a safe and welcoming space, including dealing with a range of behaviours; be open to training in trauma-informed practice to support vulnerable women. [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
13. H&S Qualifications: First Aid at Work and Fire Marshal certificates, or willingness to undergo training.

# Contract Terms & Benefits

Reports to	Operations Manager
Contract type	Fixed term, minimum hours employment contract
Working hours	Variable
Salary	£10.85 per hour
Probation period	3 months
Notice period after probation	4 weeks
Annual leave allowance	7.2 weeks including public holidays and 3 additional specified days between Christmas and New Year
Location	Office based in Kentish Town North London

# Contract Terms & Benefits continued

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. In the application form, you will be asked whether you have lived experience of the criminal justice system and/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 based on our minimum criteria, in line with our policy, this is where you should let us know.

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 identify as 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.

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# Making an application

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

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

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 Friday 3 September 2021 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	10am, Tuesday 31 August
Shortlisting Complete	Friday 3 September
Interviews	7-9 September
Start Date	Training days 23-24 September 2021, work commencing the following week

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