

A portrait of a woman with short, curly, dark hair with some grey. She is smiling slightly and looking towards the camera. She is wearing a black t-shirt. The background is a light green, horizontally-slatted wall.

**CLEAN  
BREAK**

**Operations Manager Recruitment Pack**

# Welcome!

Thank you very much for your interest in the role of Operations Manager (fixed term) at Clean Break.

Because our work is about highlighting women's experiences and providing services to women, all of our positions are open to women only (exempt under Equality Act 2020 Schedule 9, part 1).

We hope that this pack will give you plenty of information before you apply. Our website ([cleanbreak.org.uk](https://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 Cath 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 Monday 14 December 2020.**

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.

We are particularly interested in hearing from

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

These women are underrepresented in the UK's cultural workforce, including in our charity, and we know that many face barriers when looking to join it. We want to change this.

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 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 seek out women who are compassionate, collaborative, creative, courageous and fair-minded, who champion and embrace change. These are our core company values.

Our team members share a passion for social justice and for improving the lives of women with experience of the criminal justice system. As well as a strong belief 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. You don't need to have done this specific job, or worked at this job level, before.

# Who do we need for this role?

We are looking for a friendly, practical and solutions-driven manager to oversee day to day facilities operation at our Kentish Town building for the next nine months.

You'll ensure a warm, professional and safe working environment for our staff, beneficiaries, contractors and other visitors, and keep the building and our core systems running smoothly and sustainably.

You'll work closely with our Operations Team - Receptionist & Admin Assistant, Cleaners, Volunteer Coordinator, Volunteers and Front of House staff – and report to our Head of Finance & Operations.

Over the nine months, you'll also help us to work out longer term management needs for our building and the facilities on site, in a post-Covid world.

# What type of contract is this?

It's a full time employment contract, Monday to Friday, for an initial fixed period of nine months, starting as soon as possible in 2021.

The salary is £22,500 for the 9 month period (based on £30,000 for a full year): £2,500 a month before taxes and other payroll deductions.

Full time means a core 35 hours a week, 7 hours a day (plus lunch break), Monday to Friday. Every now and then you'll need to work some additional hours' overtime, which will be compensated through Time Off In Lieu (TOIL), to be agreed in advance. There is some flexibility over start and finish time, but you'll need focus your hours around core delivery times and to greet and brief contractors. At the moment, core delivery hours are 10.30-3.30. Contractors often start earlier (8-9am).

For this 9 month contract, you would have 19 days of annual leave plus public holidays.

Further terms and benefits are outlined later in this pack.

# What is our building like?

We own a well-used, much-loved two floor building tucked away down a cobbled side street in Kentish Town. It's very important to us and something of a sanctuary for the women we work closely with on site: our Members.

It's essential that our home is kept in good working condition and is always welcoming and safe. We worked hard this summer to make the space Covid Secure.

Across 2 floors with lift access, the building has 4 rehearsal / dance studios which we use for our work and often hire out, 6 small offices, 3 meeting rooms, 5 toilets, 2 small kitchens and a breakout space (the 'green room'). We also have a courtyard garden, cared for by volunteers.





# Job Description

Here are the Operation Manager's responsibilities in more detail.

## **Welcome & guidance**

- Provide a warm welcome to our trauma-informed space for all staff and visitors
- Ensure all of our spaces, furniture and technical equipment are ready for use and well looked after
- Facilitate excellent communication between operational and programme delivery staff
- Uphold key policies and risk assessments around health and safety, safeguarding and boundaries
- Guide, support and train the on-site team and visitors as needed

## **Building maintenance & safety**

- Manage our Covid Secure safety measures whenever the building is occupied, including running appropriate inductions and regular refreshers
- Run weekly health and safety meetings, focused on continual improvements, and implement improvements
- Undertake regular in-house building maintenance and service checks, including site checks during periods of closure
- Troubleshoot and prioritise building maintenance and safety issues as they arise, working closely and constructively with contractors to understand and resolve issues
- Ensure routine contractor servicing and inspection work is booked, delivered to a high standard and well documented
- Plan, cost and schedule remedial works advised by our contractors, in consultation with Head of Finance & Operations
- Keep all health and safety documentation up to date
- Be a named keyholder, fire warden and first aider

## **Management & Planning**

- Ensure the building is opened up and closed down appropriately at end of day by trained staff, in line with insurance requirements
- Ensure there is adequate cleaning, reception, front of house, first aid and fire marshal staffing at all times; provide emergency cover if necessary
- Manage the ordering of cleaning and other building related supplies as required, keeping COSHH records up to date
- Support the Head of Finance & Operations with contractor research and facilities budget management
- Work with the Head of Finance & Operations and the Executive Director to establish building management needs beyond this nine month contract

## **Culture & Values**

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
- Ensure compliance with the Data Protection Act 2018 (GDPR)
- 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. Practical solutions: Experienced at finding effective, practical solutions to safety and maintenance-related issues in office spaces, community spaces, or arts venues
2. Tech savvy: Experienced at setting up and troubleshooting computer and audio-visual equipment for meetings, group work or events
3. Competent contractors: Knowledge of how to verify the competency of contractors and oversee the quality of their work
4. Health & Safety first: Good working knowledge of UK Health and Safety legislation for workspaces and venues including fire and electrical safety, hygiene and cleaning, manual handling, lone working, first aid
5. Risk aware: Knowledge of how to carry out risk assessments for office spaces, community spaces or arts venues
6. Covid Secure: Excellent attitude to following best practice and latest government guidance, and to implementing changes to our ways of working swiftly where necessary

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# Person Specification

- 7. Insurance: A broad understanding of how building insurance conditions may impact on maintenance, safety and security procedures and activities
- 8. First aider: First aid at work trained, or willing to take on responsibilities and undergo necessary training
- 9. Professional welcome: Warm and approachable while able to maintain professional boundaries
- 10. Team focused: Skilled at keeping colleagues updated with relevant, timely information using the most effective channels of communication

# Contract Terms & Benefits

Reports to	Head of Finance & Operations
Responsible for	Front of House casual staff, contractors
Contract type	Full time, fixed term employment (9 months)
Working hours	35 hours a week Monday to Friday Overtime to be agreed in advance and compensated through TOIL
Salary	£22,500 for 9 months equivalent to £30,000 for 1 year
Probation period	3 months
Notice period after probation	2 months
Annual leave allowance	19 days plus public holidays
Location	Venue based in Kentish Town North London. May occasionally need to work from home if we need to close the building due to the Covid-19 pandemic.

# 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 3% of your net salary
Other benefits	Bike 2 Work scheme; Employee Assistance Programme
Pre-work checks	Two satisfactory references Evidence of right to work in the UK Basic Level DBS check - see below

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

**Further detail from our policies on Equality & Diversity and Criminal Records Disclosure are provided alongside this Pack as separate documents.**

# Making an application

Application for this role is by completing an application form and some general questions, through our application portal. The application form is downloadable alongside this pack.

Please save your completed application as a single PDF document with the following filename:

**Firstname Surname – OM**

Once you are ready to submit, the link below will take you to our application portal.

You will also 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 be asked to complete some equal opportunities questions. Your answers are to help us understand how we are doing in attracting and considering a broad range of candidates. The shortlisting panel will see whether you've said you have experience of the criminal justice system or whether you identify as D/deaf or disabled – so that they can invite you to interview in line with our policy. They will not have access to any other equal opportunities answers you give.

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

**[Here is the link for submitting applications](#)**

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



# 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 criteria:

- Submitted a complete application, before the deadline
- Demonstrated clearly in their application form, with examples, that they can meet points 1-8 on the Person Specification (points 9-10 will be explored further 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 personal experience of the criminal justice system or that they identify as D/deaf or disabled (or both).

The remaining interview slots will be allocated to candidates who have demonstrated most strongly how they meet points 1-8 on the Person Specification, and how they share our values and passions.

All applicants will be contacted by Wednesday 16 December whether they have been shortlisted or not.

For those selected for interview, first interviews will be conducted online, and we will send the names of the panel in advance as well as a link to the online session. Second interviews will take place in our building. If you have access needs, we will meet them.

# 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, Monday 14 December 2020
Shortlisting Complete	Wednesday 16 December
First Interview	week of 4 January (online)
Second Interview	week of 13 January (on site)
Ideal start date	as soon as possible after appointment

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