

**CLEAN
BREAK**

**Operations Assistant
Recruitment Pack**

Welcome!

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

Operations Assistants roles are part-time, variable hours contracts currently paying £11.07 an hour.

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 are going to apply.

If it would help you to have the recruitment information or application form in a different format, if our online application portal creates barriers for you, or if you have any questions before you apply, please get in touch through recruitment@cleanbreak.org.uk and you'll hear back from us.

We are holding an online information session about this role on Thursday 4 August at 1pm. Or if you'd like a phone chat with Rachael, Operations Manager, about whether this role might be right for you, let us know by email at least one week before the application deadline, and we'll arrange a time.

The deadline for submitting applications for this role is 12pm midday on Monday 8 August 2022.

We hope to hear from you, and if you do decide to apply, good luck with your application.

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.

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 [1]
- You are Black and/or you have lived experience of racism
- You don't have socio-economic privilege, and/or you identify as working class
- You identify as D/deaf or disabled or both

and we warmly welcome your application.

[1] 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.

Equal Opportunities

Positive action: first interview stage

We have specific positive action in place for our first interview stage. If you have lived experience of the criminal justice system 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 a first 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.

What we value

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. 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 looking for one or two friendly, patient and practical Operations Assistants to enhance our current team. Clean Break's Operations Assistants are integral to three very important aspects of our work:

- creating a warm, professional welcome to our building for our staff, visitors and our Members [2]
- providing administrative, practical and basic technical support for room hires, workshops, rehearsals and events
- supporting the Operations Manager 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. Our working practice is trauma-informed, so you'll either need previous experience (paid or voluntary) in work or community spaces with adults at risk, or you'll be able to demonstrate in other ways that you have a strong understanding of how to provide a safe and welcoming space for women at risk. 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.

Based generally in our reception area, Operations Assistants will also 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.

We're looking for some flexibility with your availability: we ask each of the team to commit to one regular, weekly daytime shift Monday to Friday 8.45am-5.15pm (fixed, minimum hours) 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 (variable hours).

[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.

Who do we need for this role?

At its busiest, our building is open 9am-9pm, 7 days a week. We are in the process of rebuilding our hires programme after nearly two years of no hires during the pandemic. Minimum hours for this role are eight hours per week, but this could increase to a regular 18-24 hours a week including evening and weekend shifts, dependent on your availability.

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. You'll receive full training and regular refresher training in-house, with your line manager and as a team.

What is 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, three 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, looked after 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 worked hard to make it COVID secure and continue to review and update our approach in response to the waves of the pandemic.

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
- Administrate the 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
- Issue cash to Members and volunteers for travel and other expenses, as guided by Member Support staff and Volunteer Manager
- 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
- Assist with fire safety and other health & safety procedures, including Covid-secure measures

Job Description

- Assist the operations team with other practical and technical 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.

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, change, and equity & fairness
- 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

Job Description

Other

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

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. Interest:** able to demonstrate a clear interest in this type of work
- 2. Customer service:** experience of providing excellent customer service in person
- 3. Adults at risk:** experience of holding responsibilities in work or community spaces with adults at risk, or a strong understanding of how to provide a safe and welcoming space for women at risk
- 4. Multi-tasking & interruptions:** enjoy juggling and prioritising a range of tasks, unfazed by regular interruptions
- 5. Welcome:** a friendly, patient and kind communicator who is able to hold professional boundaries
- 6. Phone and email:** confident communicating information and answering queries by phone and email
- 7. Strong admin:** able to work accurately and effectively with written detail, data and filing systems

Person Specification

- 1. Practical:** good at spotting and dealing with simple practical issues around a workplace, e.g. trip hazards, blocked fire escape routes, restocking supplies
- 2. Team focused:** skilled at keeping colleagues updated with relevant, timely information using the most effective channels of communication
- 3. Cash handling:** experience of taking responsibility for cash payments from a cash float, and keeping good financial records
- 4. IT skills:** familiarity with Microsoft 365 (Outlook, Word, Excel, Teams), and good at identifying and describing basic issues with office tech.
- 5. Health & Safety Qualifications:** First Aid at Work and Fire Marshal certificates, or willingness to undergo training to take on these responsibilities.

Contract Terms & Benefits

Job Title	Operations Assistant
Reports to	Operations Manager
Contract type	Permanent, minimum + variable hours contract
Rate of pay	£11.07 per hour, reviewed annually
Working hours	8 hours fixed + variable hours
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
Physical access	The cobbled street outside our building is uneven and sometimes busy 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.

Contract Terms & Benefits

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 (taxed at source; 4% is deducted from staff pay, with the remaining 1% claimed from HMRC by Scottish Widows and added on the staff member's behalf)
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 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 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

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.

Alternatively you can submit a shorter application form and answer the main questions in a series of short videos. If you would like to answer the questions by video, please let us know at recruitment@cleanbreak.org.uk and we will send you full details of how to make and submit your video answers, along with the shortened application form.

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. 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.

For written applications, once you are ready to upload your completed form and submit your application, the link below will take you to our application portal.

In the 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.

How to apply for this role

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

Link for submitting applications: <https://bit.ly/3Omotvw>

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

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 /video application questions

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 Wednesday 10 August 2022 whether they have been shortlisted or not.

For those selected for interview, first round interviews will take place online. Second round interviews will take place in our building in Kentish Town. 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.

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 (2022)

Online information session	Thursday 4 August at 1pm
Application Deadline	12pm midday, Monday 8 August
Shortlisting Complete	Wednesday 10 August
First interview	Friday 12 August (online)
Second interviews	Week of 15 August (in person)
Start date	Thursday 1 September if possible

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

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