

# CLEAN BREAK



## Receptionist and Admin Assistant Recruitment Pack



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Dec 2019

Dear Applicant

Thank you for your interest in the Receptionist & Admin Assistant post at Clean Break.

I have pleasure in enclosing the recruitment pack which includes the following:

1. [Background information about Clean Break](#)
2. [Job description, person specification and terms and conditions](#)
3. [Equality and diversity policy statement](#)
4. [Disclosure and barring service checks statement](#)

Please advise us if you require a copy in large print or an alternative format. We want to ensure that applying for roles with us is accessible, so please do contact us if you need assistance.

Closing date:           noon, Monday 13 January 2020

To apply, please read the whole application pack including the Job Description and Person specification and use the link at the end to apply through the online application form.

Please note, you should use the person specification to talk through your relevant experience. Those submitting only CV's or a cover letter will not be shortlisted.

Diversity is one of our core values at Clean Break. We strongly believe that your lived experience is a vital part of who you are and enhances what you bring to a professional setting. We actively encourage women from a variety of backgrounds with a cross section of skills, experiences and narratives to extend and develop how we work. We are particularly interested to hear from women of colour and women who are underrepresented in the theatre sector and, as ever at Clean Break, if you have personal experience of the criminal justice system and can demonstrate that you meet the essential criteria, you will be invited for interview.

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

Best wishes



Erin Gavaghan  
Executive Director

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[www.cleanbreak.org.uk](http://www.cleanbreak.org.uk) | [@CleanBrk](https://www.facebook.com/cleanbreak) | [www.facebook.com/cleanbreak](https://www.facebook.com/cleanbreak)  
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## 1. COMPANY INFORMATION



*Sweatbox* by Chloë Moss

### Clean Break – history and future

Producing ground-breaking theatre which puts women's voices at its heart and creates lasting change by challenging injustice in and beyond the criminal justice system.

Theatre company Clean Break is renowned for leading the way in producing new plays with women writers, actors and creatives at the heart of the work. Founded in 1979 by two women prisoners who believed that theatre could bring the hidden stories of imprisoned women to a wider audience, it has remained true to these roots: continuing to inspire playwrights and captivate audiences with award winning theatre on the complex theme of women and crime.

Clean Break's new refreshed mission underpins our new business model together with our refreshed organisational values: *Creativity, Change, Courage, Compassion, Collaborative and Equity & Fairness*.

The company's new business model delivers a coherent and integrated theatre offer. There is a significant emphasis on commissioning, developing and producing increased work, collaborating with a range of partners nationally to reach more audiences. One of the most exciting developments, is the company's Members (women with lived experience of criminal justice who have trained with us) being at the heart of future productions as performers, writers and in backstage roles. This is part of the company's commitment to placing Members' voices

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centrestage which will also see them co-designing and delivering work together with professional artists and partners through responses to issues affecting women in criminal justice.

Over the last year we produced *Thick as Thieves* by Katherine Chandler touring to Theatr Clwyd, Salisbury Playhouse, Hull Truck and women's prisons across the country; *Inside Bitch* conceived by Stacey Gregg and Deborah Pearson and devised by Lucy Edkins, Jennifer Joseph, Terri Ann Oudjar and Jade Small at the Royal Court; *Sweatbox* by Chloë Moss touring to Chichester Festival Theatre, Manchester HOME and Snape Maltings; and published *Rebel Voices: Monologues for Women by Women*, celebrating 40 years of Clean Break's work; and produced *[BLANK]* by Alice Birch at the Donmar Warehouse.



*Rebel Voices on Stage*

Underpinning the integrated model is a new business strategy with projects being developed and sold to increase earned income and future resilience. Central to this is the company's building, a freehold former piano factory in Kentish Town North London which was refurbished in 1998 as offices, four studios and garden and which delivers a vibrant programme of hires and rental income. This asset, combined with the company's leadership expertise (training and professional development), and improved performance through producing deals and at the box office will enhance our earned income and enable us to amplify development income. A smallscale capital project is planned in years 3 and 4 of the Business Plan to improve the estate and maximise revenue.

We are excited about our new business model. This sees us collaborating with leading theatres across the country, which promises: a significant audience growth for the company; stronger impact within the wider theatre industry for women artists, with a particular emphasis on intersectionality; the development of fresh talent; and the opportunity to increase our reach, through great theatre, to create lasting change for women's lives in and beyond the criminal justice system.

## 2. RECEPTIONIST AND ADMIN ASSISTANT JOB DESCRIPTION

Job title	Receptionist and Admin Assistant
Reports to	Head of Finance and Operations
Working hours	35 hours per week

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### Job purpose

The Receptionist and Admin Assistant provides a high level of customer service to all who come to Clean Break and to colleagues across the organisation.

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### Responsibilities

#### Reception

1. Represent the organisation as the first point of contact for external enquiries by ensuring all visitors, users of the building and callers (telephone and email), always receive a high level of customer service, reflecting the values of Clean Break.  
Co-ordinate any access requirements for visitors, including car parking if necessary.
2. Open and close the building, as a key-holder, in line with agreed security procedures.  
Maintain building security and entrance procedures for all visitors and users of the building.
3. Ensure all Health & Safety protocols are understood and adhered to by all visitors and users of the building. Act as a company First Aider and designated Fire Warden when on shift.
4. Monitor housekeeping and ensure all areas of the building are safe, clean and tidy always, including the courtyard and street area. Liaise with Cleaner as needed (in mornings) and support her work.
5. Manage, record and distribute incoming post. Ensure posting of outgoing mail including maintaining stamp supplies, organising special deliveries, and coordinating large external mail-outs as required. Dispatch and receive deliveries in line with agreed procedures.
6. Support all building users as required, particularly supporting the set up and needs of those hiring the spaces whilst upholding the building's policies and procedures.

#### Studio Hires

7. Take bookings for the hire of space (internal and external) as part of the Reception team, led by the Head of Finance and Operations; including but not limited to process payments, issuing contracts and reconciling income.
8. Manage the relationships with long term hires clients and establish new ones.

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9. Liaise with external suppliers to provide quotations and make bookings for services and goods to space hirers
10. Assist the servicing and setup of all hires and events, including catering and furniture for meetings

## Administration and Operations

11. Support the Head of Finance and Operations to maintain administration and operations systems to ensure the smooth running of the organisation. This will include both practical and administrative tasks.
12. Ensure that all office equipment is maintained, supporting colleagues with trouble-shooting issues and supplies of consumables/stationery as needed. Liaise with IT support as required.
13. Oversee the telephone system: manage incoming and outgoing calls and messages, ensure that out-going voicemail messages are up to date, set up new telephone users and support staff with managing company mobile phones.
14. Support Admin volunteers, ensuring they have a productive and enriching time at Clean Break.

## Other

15. Attend team meetings, staff meetings and training workshops, and other meetings as required by the Head of Finance and Operations.
16. Keep up-to-date with company news and activity, and external information circulating which is relevant to our work. Use every opportunity externally to talk about Clean Break's work and share the company's mission, values, strategic aims and impact.
17. Play an active role in ensuring equality of opportunity, in accordance with the company's equality and diversity policy and action plan.
18. Maintain confidentiality and adhere to other Clean Break codes of practice and policies.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as required.

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## 3. PERSON SPECIFICATION

### Essential

#### Knowledge and skills

- Excellent customer service skills
- Ability to remain calm & reliable in a busy office
- Highly organised and able to prioritise effectively
- Strong administration skills
- Excellent communication skills – written and verbal
- Strong inter-personal skills
- A high level of computer skills. Familiarity with Microsoft packages e.g. Microsoft Office: Word, Excel, Access, Explorer
- Able to demonstrate initiative and self-motivation
- Conscientious and good attention to detail
- Solid numerical skills

### Experience

- Volunteer or professional work experience in a busy office environment
- Demonstrable experience of managing good administrative systems
- Experience of maintaining schedules and online calendars
- Experience of troubleshooting and resolving problems creatively
- Experience of maintaining clear personal/professional boundaries in a work environment
- Experience of coming into contact with a wide range of people in a working environment
- Experience of working with computer systems

### Values

- Commitment to Clean Break's aims, including a demonstrable commitment to working in a women's organisation
- Commitment to diversity in all aspects

### Desirable

- Experience of working in one of the following; administration team, a theatre organisation or reception team
- Experience or knowledge of front of house and customer service
- Experience of supervising volunteers
- Knowledge of Artifax and Salesforce software

In line with all Clean Break appointments, the post is:

- Open to women only (exempt under Equality Act 2010 Schedule 9, part 1)
- Subject to a Right to Work check
- Subject to an enhanced DBS check

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## 4. TERMS

Salary	£21,000 pa
Working hours	35 hours per week
Contract	Permanent
Annual leave	28 days leave plus bank holidays, which includes 3 days at Christmas
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 (subject to change annually in accordance with auto-enrolment regulations)
Other benefits	Company childcare vouchers scheme; staff training and development scheme; Bike 2 Work scheme; Employee Assistance Programme.
Location	Clean Break offices, Kentish Town North London

In line with all Clean Break appointments, the post is:

- Open to women only (exempt under Equality Act 2010 Schedule 9, part 1)
- Subject to a Right to Work check
- Subject to an enhanced DBS check

Applications are actively encouraged from Black and Asian women (currently under-represented in our workforce).

Applicants who state they have personal experience of the criminal justice system or are disabled, who meet the essential person specification, will be guaranteed an interview.



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## 5. EQUALITY & DIVERSITY POLICY

### Our Principle Commitments

Clean Break is an equal opportunities employer. We oppose all forms of discrimination and believe that all people, regardless of their identity or membership of any group, deserve to be treated equally, consistently and fairly.

We aspire to deliver consistently good practice and to set a high standard of equal opportunities within our service delivery; employment and volunteering; Board and advisory group structures; building and physical access and with the partnerships we forge.

In the case of Clean Break itself, we work with women who have personal experience of the criminal justice system and those at risk of offending as a result of their mental health distress and/or drug/alcohol use. In light of this, we employ only women to deliver our services in accordance with our exemption under The Equality Act 2010, Part 1, Schedule 9.

We recognise that many women are excluded from areas of society (such as employment, services, education) because of society's prejudice and discrimination. Women experience additional discrimination on the grounds of their: 'race, colour, ethnic or national origins, gender, gender-reassignment, disability, sexuality (the legislation uses the term "sexual orientation" but this policy will use the term "sexuality" instead), age, political beliefs, religious beliefs, trade union membership, economic status or class, offending background, marital status or family circumstances. As a Company, our particular priority is working with women who have experience of the criminal justice system and those at risk of offending as a result of their mental health distress and/or drug/alcohol use.

Within the parameters of the Company's mission, we are committed to being an inclusive organisation which reflects and values the diversity of the women that we work with. We recognise the significant benefits to the Company of working with a diverse team of women. We actively seek the creativity, excellence and different perspectives that individuals of all backgrounds and abilities bring to our work, which is enriched through collective experiences.

We strive to embrace and celebrate a broad definition of diversity within the framework of existing legislation and to develop a comprehensive action plan and provide training in specific areas of the main policy.

Clean Break is committed to consulting with women beneficiaries in relation to new policy development and project activity. We will bring annual plans to our student body for discussion and set up forums, where appropriate, to consult on particular project activity.

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## 6. DISCLOSURE & BARRING SERVICE CHECKS STATEMENT

Clean Break aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Clean Break welcomes applications from diverse candidates, and as such welcomes applications from ex-offenders for this post. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. This post involves access to vulnerable adults and/or young people. As such, it meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, and an enhanced disclosure form is required by Clean Break before a final recruitment decision is made. An Enhanced Disclosure contains details of an individual's convictions, cautions, reprimands or warnings recorded on police central records and includes both 'spent' and 'unspent' convictions. These are shown on a criminal records check, together with any information held locally by police forces that it is reasonably considered might be relevant to the post applied for. Criminal record information will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s). Disclosure information will be interpreted fairly and discussed openly with you in order to assess job-related risks.

### At application stage

Clean Break encourages applicants to declare any convictions, or other matters that might be relevant at application stage. If you would like to meet with the relevant Manager to discuss your disclosure prior to an interview or following a provisional offer of work, please contact Clean Break on 020 7482 8600 and ask to speak to the relevant person. Alternatively, written details and dates can be submitted in confidence to the manager responsible for the appointment using an envelope marked 'private and confidential'. Applicants are encouraged to provide any other information they wish to draw attention to that may improve understanding of their situation and fair decision-making. The first step in the selection process will always be to assess the applicant's relevant skills, experience, qualifications and ability to do the job. Applicants will be judged on merit, as to whether they meet the requirements in the person specification.

### Following a job offer

Clean Break is currently using the disclosure service for DBS checks. Your disclosure information will only be seen by the relevant Manager at Clean Break, and if it requires further discussion, it will be brought to the attention of the Executive Director. In line with the Disclosure & Barring Service's (DBS) code of practice, we will take into account the seriousness and nature of any offence, the length of time since the offence was committed, the circumstances surrounding the offence and any explanation offered by the applicant. Criminal record information is regarded as sensitive personal information which will be kept confidential in lines with Clean Break's Confidentiality Policy.

For further information, please request a copy of our Disclosure and Barring Service Checks Policy.

[Click link to apply for the Receptionist and Admin Assistant Role](#)