

CLEAN BREAK



Admin & Support Worker Recruitment Pack

Welcome!

Thank you very much for your interest in the role of Admin & Support Worker at Clean Break.

This is a full time (35 hours a week) permanent position, paying £25,000 a year.

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 need this pack or any further information in a different format, or 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 two online information sessions on 21 October at 10am and 1 November at 2pm.

But if you'd prefer a phone chat with our Tracey from our Member Support 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 Monday 8 November 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 ethnically diverse women
- women who identify as working class or who don't have socio-economic privilege
- 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 and racial 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 a compassionate, organised Admin & Support Worker to provide emotional and practical support to our Members, and administrative support to ensure the successful delivery and evaluation of our Members and Outreach Programmes.

Around 50-70 Members are actively engaged across Clean Break's work at any time, with the majority participating in our core Members Programme. You'll ensure they have the best possible access to our activities, be it online, in our building or in other venues, and work with them to understand any access or engagement issues.

Under the guidance of our Support Manager, you'll also work with Members to support their mental health, drug/alcohol, financial, emotional, welfare and education/career needs. And you'll provide this support in a combination of ways: through one-to-one support, assessment, action planning, partnership building / signposting and any other appropriate support measures.

You'll bring recent experience of providing direct support for vulnerable women and young adults using a trauma-informed approach. You'll know how to work across complex needs and be skilled at diffusing challenging situations when necessary. And you'll have excellent admin skills, ensuring we have effective admin and communication systems and insightful, accurate data to evaluate the impact of our work.

Who are Clean Break's Members?

Our Members are women aged 18 and above who have lived experience of the criminal justice system or are at risk of entering it due to drug, alcohol or mental health issues.

Clean Break's offer provides a foundation of learning and skills in theatre performance, creativity and wellbeing, and opportunities to engage in public facing performance projects. There are regular sharings of work, social activities, and ways of engaging with an Advisory Group of Members who inform the development of our work. We are currently reviewing and aiming to increase Member involvement across the organisation, in conversation with them.

Active Members sign up for one or more of our weekly group sessions, or participate in a specific programme for Young Artists, all taking place over three seasons of work a year.

At the moment, Members can engage with some of our activities and support provision online, and some at our Kentish Town building, where lunch is also provided. With the peak of the pandemic behind us, we are gradually rebuilding our on-site delivery, welcoming new recruits as well as existing Members.

Alongside our Members' Programme, we run an Outreach Programme, taking our theatre practice into women's centres and into women's prisons whenever we can.

What type of contract is this?

This is a full time, permanent employment contract.

The commitment is 35 hours a week Monday to Friday, 7 hours a day excluding lunch breaks, usually starting at 9.30am.

The salary is £25,000 per year. That's £2,083 a month before taxes and other payroll deductions.

Every now and then you might need to work some additional hours' overtime, which will be compensated through Time Off In Lieu (TOIL), to be agreed in advance.

For this role, you would have 28 days of annual leave plus public holidays. Everyone takes annual leave during our Christmas closure period (3 days for full time staff). For this role, you may be asked to take some of your leave during mid-season breaks, which usually coincide with school half terms.

This role is normally office based in Kentish Town, North London with occasional London-wide and national travel. Due to the Covid-19 pandemic, to begin with at least, it's likely there will be some home working, with essential equipment provided.

Further terms and benefits are outlined later in this pack.



Job Description

Here are the Admin & Support Worker's responsibilities in more detail.

Support work

- Work closely with Members, offering trauma informed support, advice and guidance in relation to their mental health, welfare benefits and possible drug/alcohol concerns and assisting their move towards independence.
- Under the guidance of the Support Manager, take an active role in the recruitment and enrolment of all Members, building relationships with relevant referral sources, maintaining up to date contact details and ensuring strong communication.
- Carry out assessments and literacy screening and assist in goal setting with women attending the Members Programme, ensuring that timely reviews and referrals to specialist services take place in accordance with need.
- Work under the guidance of the Support Manager to support women with progression routes furthering their career/education and collate any progress of women following the completion or early withdrawal throughout each season.
- Under the guidance of the Support Manager, ensure the smooth running of the therapeutic interventions for Members, communicating effectively with volunteer therapists and partner organisations and scheduling sessions.

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Job Description

Admin

- Work with the Members team to create and maintain systems which ensure the smooth running of the department and encourage self-sufficient administration.
- Ensure the effective monitoring and evaluation of the Members and Outreach Programmes, through accurate data entry, data maintenance and report generation using Salesforce (and any other relevant databases) in line with GDPR and data protection best practice.
- Manage the participation email address, ensuring communication is timely and that mail is directed to relevant team members to implement follow-up as required.
- Lead on all administrative communications to women on the Members Programme at the beginning and end of each season, including completing project evaluations.
- Support the administration of Members sharings and events, including managing guest lists, sending invitations and save the dates, creating event briefs for staff, event logistics and managing volunteers where necessary.
- Support the administration needs of the Members Advisory Group.

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Job Description

Communication

- Respond promptly to requests from the Communications team for regular information and updates for the company website and social media activity.
- Actively engage with a culture of fundraising, supporting the Development team in communicating the impact of our work to funders.
- Keep up to date with company news and activities, and external information circulating which is relevant to our work.

Culture and 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 collaboration and 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

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Job Description

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

This is the section you will refer to the most when completing your application.

Below, we have listed the specific skills, knowledge and experience we are looking for. [A] indicates we would like you to demonstrate this in your application. Interviews will explore the remaining points as well as expanding on the points marked [A].

1. Trauma-informed support	Experience of providing direct support for vulnerable women and young adults using a trauma-informed approach [A]
2. Strong interpersonal skills	in order to listen, empathise, and build healthy and boundaried relationships with Members [A]
3. Complex needs	Ability to work with mental distress and challenging behaviour – experience of and confidence in your ability to diffuse situations [A]
4. External Systems and Services	Experience of working with the criminal justice and/or mental health systems, and a working knowledge of welfare benefits and housing services [A]
5. Confidentiality & Safeguarding	Experience of working with confidentiality and safeguarding policies and practices [A]

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Person Specification

6. Admin systems	Experience of creating and maintaining effective administrative systems [A]
7. Excellent communication skills	both written and verbal across all documentation, for example advocacy letters on behalf of Members and contributing to project reports [A]
8. Strong IT skills	including good working knowledge of Microsoft Excel, Word, client management databases e.g. Salesforce, and video conferencing e.g. Zoom
9. Organised and detailed	Skilled at organising your work and time, with good attention to detail
10. Teamwork & relationships	Ability to work well as part of a team and to build and maintain positive, productive working relationships with colleagues, volunteers and external parties

Contract Terms & Benefits

Reports to	Support Manager
Contract type	Full time permanent employment
Working hours	35 hours a week Monday to Friday Any overtime to be agreed in advance and compensated through TOIL
Salary	£25,000 a year
Probation period	6 months
Notice period after probation	8 weeks
Annual leave allowance	28 days including public holidays falling on working days and Christmas closure period
Location	Mostly venue based in Kentish Town North London with some home working
Physical access	The cobbled street to our building 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.

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Contract Terms & Benefits

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 with Health Assured; Annual training & development budget

Pre-work checks Two satisfactory references, evidence of right to work in the UK, Enhanced Level DBS check

This role involves working with adults in receipt of health or social care services. For this reason, we will request an Enhanced Level DBS Check from the Disclosure & Barring Service (DBS) after any conditional offer of employment.

An Enhanced Level check will show cautions and convictions that are 'spent' as well as those that are 'unspent'. However, cautions are filtered after 6 years and convictions after 11 years, unless they resulted in a custodial sentence and where the offence is not on the list of specified offences. For more information on filtering, please refer to [Nacro's guidance on DBS filtering](#). 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.

Making an application

How to apply

Application for this role is by completing an application form and 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 also 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 an Enhanced 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 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
- Described clearly in their application form, with examples, how they share our values and passions, as described in the section ‘What sort of people work for us?’
- Demonstrated clearly in their application form, with examples, that they can meet the points in the Person Specification marked [A]
- Provided relevant information on their work history and training & qualifications without significant unexplained gaps

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 and/or that they identify as D/deaf and/or disabled.

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

All applicants will be contacted by the end of Thursday 11 November 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 share the names of the panel 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 2021

Information Sessions	21 October at 10am and 1 November at 2pm
Application Deadline	10am Monday 8 November
Shortlisting Complete	Thursday 11 November
Interviews	Week of 15 November
Start date	Ideally 13 December

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