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| **Kickstart Scheme jobs template**  Email your templates, as a **Word file**, to: [**Kickstart.grantapprovalteam@dwp.gov.uk**](mailto:Kickstart.grantapprovalteam@dwp.gov.uk)    We will email to let you know when your vacancies are live on our system.  Your Kickstart Scheme jobs will be advertised to candidates by DWP and our work coaches. We will only provide funding for candidates referred to you by DWP.  If you recruit candidates through your own advertising activity, you will not receive funding for those individuals.    **Completing the template**  You may need to save several versions of this blank template, depending on how many roles you are submitting.  You must only submit job templates for the number of roles specified in your Grant Offer Letter.  A template must be completed for each job you are offering. For example, if you are offering 30 jobs split across two roles – a clerical assistant and a retail assistant - you need to complete two templates.  You must complete the template at the end of this form. If your jobs are in more than one location, use a row for each.  Please do not use acronyms when completing this document. |

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| **Kickstart Scheme Application ID** (10 characters beginning with KS) | **KS8B76C781** |
| **Job vacancy title** | Operations Assistant (POL13) |
| **Company name** | Polka Children’s Theatre Ltd |
| **Company postcode** | SW19 1SB |

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| **Job summary**  Use plain text only. Do not use, for example,bullet points or tables to lay out this information.  Summarise the job, to give an overview of the main responsibilities and key activities that the person will be carrying out.  It is not necessary to give lots of background about your company.  If the job is homeworking, please specify:   * if there will be a requirement to attend a work location during the 6 months of employment * the address and postcode of the locations they will be required to attend * how often they are expected to attend these locations |
| **JOB SUMMARY**  (Maximum 500 words)  **Operations Assistant** will play an important role supporting the Head of Operations with the day to day running of Polka Theatre. This includes the office as well as some customer facing areas of the building like the cafe and shop. You will be someone who likes getting stuck in and helping people out across the organisation. This could include your colleagues in other departments as well as visitors and guests who come to Polka.    **Key areas of responsibility**  Operations  Assist the Head of Operations and relevant personnel with ensuring Health and Safety (H&S) is adhered to.  Facilitate the upkeep of the building and gardens, e.g. booking contractors, maintenance staff etc.  Implement and manage building security measures.  Research and obtain quotes for building supplier contracts, fire extinguishers, pest control, cleaners etc.  Responsible for the placement of COVID19 safety precautions etc.  Assist the operations department with setting up radio communications  Set up rooms and facilitate a smooth service for those who hire out areas in the building  Work alongside the Head of Operations on environmental aspects including supporting new initiatives  Set up training sessions and events for staff in the office  Be the first point of contact for enquiries via phone and email for the office  Take any outgoing mail to the post office  Order and purchase stationery, furniture, etc. required to support the smooth running of the building  Ensure visitor services volunteers and staff have appropriate refreshments  Ensure the office is kept tidy and clean and that there are no H&S hazards    IT  Assist the IT Support Services, Oryx Align, in overseeing all email and IT systems  Assist other team members with any IT issues where you can or contact IT support service  Manage the general inboxes for email enquiries and forward them onto the relevant person  Support the Head of Operations in managing CCTV records.  General  Updating and adding entries on room hire websites, to help drive hire enquiries to our new building  Research ideas for hiring out the rooms and spaces in the building and other ideas for earning income from the building  Support the Head of Operations in creating a room hire brochure  Monitor and record monthly energy usage.    Duties and responsibilities of all team members  Maintain confidentiality in all areas relating to Polka Theatre.  Be aware of and comply with H&S rules at work and abide by the procedures as set out in the H&S policy  Be aware of and comply with Safeguarding rules and legislation and abide by the procedures as set out in the Safeguarding policy  Work in accordance with the principles of Polka’s Equalities statement  Be active in our commitment to Environmental Sustainability and reduce environmental impact  Abide by other guidelines, procedures and policies  Contribute towards fundraising goals  Participate in working groups for the fulfilment of organisational aims and objectives, and in training and development initiatives  Undertake any other duties as may be reasonably required.    **About Polka Theatre**  Polka is a pioneering national theatre for children aged 0 to12 years old, based in Wimbledon. |

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| **Essential skills, experience and qualifications**  Use plain text only. Do not use, for example,bullet points or tables to lay out this information.  Are there any essential skills, experience or qualifications the person needs to do this job?  For example, a driving licence.  Bear in mind that lots of essential criteria may result in fewer applications. |
| **Essential skills, experience and qualifications**  (Maximum 250 words)  Aged 18 to 24 and on universal credit to be eligible to apply as part of the government’s Kickstart Scheme. Due to child protection issues we can only accept 18 to 24 year olds.  An interest in the arts and children’s theatre  A positive and can do attitude  Confidence and friendliness when dealing with guests and visitors  Able to work in collaboration with other people  Able to deal appropriately with confidential information  Able to deal with a wide range of people at all levels using tact, diplomacy and patience  Able to work calmly under pressure  Strong time management skills  Strong communication skills, both written and verbal  Strong organisational skills, with attention to detail and a methodical approach to work with high level of focus and accuracy  Strong office skills and computer literacy, including Microsoft Office suite, Word, Outlook, Excel.  Quick to adapt, pick up new IT packages and willingness to learn. |

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| **Hours per week** This should be a minimum of 25 hours per week on average each month.  Only enter whole hours (for example, do not put 25.5) | 25 hours per week. |
| **Working pattern**  For example, 9am to 1pm, Monday to Thursday.  Include any shift patterns.  (Maximum 100 words) | 25 hours per week worked over 4 days, Monday to Thursday as follows  Monday to Wednesday, 9.30am to 5.30pm with 1 hour unpaid lunch break  Thursday 4 hours, timings to be agreed  Some flexibility is allowed provided it fits in around the reopening schedule.  Additional hours may be necessary to fulfil the requirements of the post.  This could include evenings and weekends and travel out of London when required.  We operate a Time off in Lieu, TOIL, system. |
| **Hourly rate of pay**  £ per hour or ‘national minimum wage’ See www.gov.uk for further information on the National Minimum Wage. | £20,000 per annum pro rata (equivalent to £10.99 per hour if you worked full time at 35 hours per week). |

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| **Employability support**  Use plain text only. Do not use, for example,bullet points or tables to lay out this information.  As part of your agreement, Kickstart Scheme participants must be provided with support, to improve their employment prospects and help them move into long term sustained employment.   1. How will you help to develop the young persons teamwork and communication skills? 2. What training will the young person receive as part of the role? 3. How will you help the young person improve their job prospects?   You will have already submitted this information, as part of your Kickstart Scheme application.  **Note: Please tell us if this support is being provided by a third party.** You will need to tell us:  who is providing the support  when and how often  how it will be delivered  where it will be delivered (online or at a separate location) |
| **Employability support**  (Maximum 250 words)  Polka will provide on the job training and coaching alongside in-house training in key areas.    Line managers and the Executive Director provide regular coaching sessions, 1 to 1 mentoring and bespoke support in areas such as CV writing, interview skills, improving confidence and customer service, depending on the needs of the role and the ambitions of the applicant.    Polka provides a programme of in-house training for all core staff including child safeguarding, fire and health & safety, access and disability awareness, data protection and, where suitable, first aid.  In addition, Kickstarters will receive job-specific training through attending role-appropriate conferences and training in use of Spektrix (our database system) through a range of online webinars. |

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| **If your vacancies are in more than one location, please complete a separate row for each** | | | | | | | | | |
| **Where is this job based?** | **No of jobs at this location** | **When do you want to start advertising this job?** | **Maximum number of referrals** **you wish to receive per job** | **Is public transport available** **to this location?** | **Full address and postcode of the job location** | **Contact name, email and phone number** for this job | **Closing date for applications** | **How to apply** | **Anticipated start date** for this job |
| **State whether it is:**   * **Home working** * **Office-based** * **Field-based / travel** * **Combination (home/office/field)** |  | **Please provide a date.** | **This is the number of people DWP will refer to you.  It doesn’t guarantee all those people will apply.** |  | **If homeworking, enter ‘home-based’.** | **Please provide all three of these (ensure you type the email address accurately).** | **Specify the closing date for vacancies at each location** | **Use plain text only.**  **How do you want the applicant to apply for this job?**   * **Can they apply by phone? If so, give the full name and telephone number to contact** * **Can they apply online? If so, give the full web address so they can copy and paste it** * **Can they email their application? If so, give an email address (please ensure you type this accurately)** * **Do they need a CV and covering letter?** * **Who should they send it to?** * **When is the closing date?** |  |
| Office-based | 1 | ASAP | No Maximum | Yes – within walking distance of Wimbledon mainline station, underground, tramlink and buses | Polka Theatre 240 The Broadway, Wimbledon, London SW19 1SB | Hilary O’Connor, Head of Operations at [hilary@polkatheatre.com](mailto:hilary@polkatheatre.com)  Tel 020 8543 4888 | 28 February 2022 ideally but later to ensure right applicant is found | Please complete our application form, accessed on our website at <https://polkatheatre.com/jobs/> ensuring you address each area of the person specification, or submit a CV and cover letter.  Submit your application, outlining your suitability for the role, to Hilary O’Connor, Head of Operations at [hilary@polkatheatre.com](mailto:hilary@polkatheatre.com)    Please also complete the equality monitoring form via this SurveyMonkey link:  <https://www.surveymonkey.co.uk/r/8VY7XGP>  If you would like to discuss this role in more detail please call Hilary O’Connor, Head of Operations on 020 8545 8334 or email [hilary@polkatheatre.com](mailto:hilary@polkatheatre.com)  **Access information** if you require tthis information in a different format please call us on 020 8543 4888 or email [lynette@polkatheatre.com](mailto:lynette@polkatheatre.com) | March 2022. |
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