

## **FIRST STORY JOB PROFILE**

Role:	Operations Assistant, London
Reports to:	Head of Operations
Hours:	35 hours per week
Contract:	One year, fixed-term contract.
Compensation:	£21,000

### **ABOUT FIRST STORY**

*'Until this day, I have never been so grateful for anything in my life, as I am for First Story. To you, this organisation may just be a writing charity, but to me it is so much more. First Story has changed my life.'* – Azfa Ali, First Story student

First Story is working towards a society that encourages and supports young people from all backgrounds to write creatively, for pleasure and agency. We believe there is dignity and power in being able to tell your own story, and that writing can transform lives.

Our flagship programme places professional writers into state secondary schools, where they work intensively with students and teachers, over one or two terms, to develop confidence, creativity and writing skills. First Story is committed to bringing opportunities for creativity to students who may not otherwise have the chance. We focus on partnering with schools that serve low-income communities, often in inner-city or rurally-isolated areas where arts engagement is low.

Through our core programme and extended activities, including competitions and events, we expand young people's horizons and encourage aspirations. Participants gain vital skills that underpin academic attainment and support achieving potential. With hubs in Yorkshire, the East Midlands and London, First Story has a growing national reach and an unparalleled network of talented practitioners and educators. Together we've developed the blueprint for best practice in creative writing provision for young people.

**First Story welcomes applicants regardless of race or colour, nationality or national or ethnic origin, religion or religious belief, sex or marital status, sexual orientation, disability or age.**

## **JOB PURPOSE**

We expect you to:

To be responsible for the routine administrative functions to support First Story across our regions

To provide key support to First Story's operations across the organisation; and

To be highly motivated, organised and enthusiastic in the role and to be committed to First Story's vision.

## **JOB DESCRIPTION**

The post-holder will:

### **Key Accountabilities:**

- Performing routine financial tasks for the organisation including updating Xero (accounting software), issuing invoices, chasing payment and supporting on preparing documentation for the audit.
- Issuing, collecting and filing the paperwork to support the programme, including IP consent forms, processing DBS information and contracts to a defined schedule.
- Supporting administration for events including booking rooms and accommodation, taking bookings and working with the event producer to produce supporting schedules, material and evaluation.
- Scanning, typing up and organising any student work received from events and returning them to the schools.
- Acting as primary user for the First Story Info account, being the first port of call for enquiries and distributing emails to FS staff where necessary and in a timely manner.
- Supporting recruitment and co-ordinations of volunteers in the office and supporting with recruitment of volunteers for the First Story Festival.
- Supporting data maintenance for the organisation including Salesforce, donor records and financial and evaluation data.
- Supporting basic facilities functions for the office, including the weekly guest list, making room bookings, maintaining the FS timeline, ordering and organising supplies, IT support liaison and distributing post.

### **Relationships**

You will report to your Line Manager and you will interact (on a regular basis) with the following:

- CEO and Head of Development
- Head of Programmes, Regional Programme Officers
- Volunteers and freelancers
- Writers, teachers, schools and students
- Donors
- Trustees

- Any other organisations and partners and external agencies such as accountants, Charity Commission and Companies House.

### **Personal characteristics and skills required**

- The ability to manage workload and to meet deadlines
- Accuracy in recording data with a good eye for detail
- An understanding of good customer service
- A good knowledge of Word, Excel, Outlook and Powerpoint
- Good communication skills on email, in person and on the telephone
- Comfortable working in small team but relating to a diverse range of stakeholders

### **BENEFITS INCLUDE**

A fulfilling job, working on a range of challenging issues with a diverse team, (the previous post holder successfully applied for a relationship manager role at an arts charity). 25 days Annual Leave per annum plus all public holidays and a break between Christmas and New Year when the office is closed. A defined contribution pension scheme for all employees.

First Story has a flexible working policy and we are keen to support people with other responsibilities. The role is based in our office in Webber Street, London SE1 8QW. However, we are open to discussing flexible working, occasional home working and/or reduced hours during school holidays.

### **CONTRACT**

This is initially a one-year, fixed-term contract, and subject to funding would be extended on a rolling basis.

### **LOCATION**

Webber Street, London, SE1 8QW.

### **TO APPLY:**

If you feel you have what it takes to be successful in this role then please submit your CV with a cover letter detailing why you will be a good fit for this role via this link:

<https://www.totaljobs.com/job/89243482/apply?TemplateType=ResponsiveFeatured>

The closing date for the role will be **Monday 03 February 2020** at 9am. Interviews for shortlisted candidates will be held in London on **Monday 17 February 2020**.

### **Please note:**

Only those candidates selected for interview will be contacted. We are unable to give feedback to candidates who are not shortlisted.

**Equality and diversity monitoring form:**

First Story wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this but filling in this survey is voluntary.

[Click here to complete the survey.](#)