

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 changes lives through writing. We believe that writing can transform lives, and that there is dignity and power in every young person's story.

First Story brings talented, professional writers into secondary schools serving low-income communities to work with teachers and students to foster creativity and communication skills. By helping students find their voices through intensive, fun programmes, First Story raises aspirations and gives students the skills and confidence to achieve them.

First Story arranges and pays for acclaimed writers to run creative-writing workshops for students in state schools across the country. Writers-in-residence leads weekly, after-school workshops for groups of up to 21 students. We publish the students' writing in a professionally produced anthology for each school, and the schools host book-launch events at which the students read their stories to their peers, friends, families and teachers.

We focus on schools in which more than 50% of pupils are considered deprived according to the Income Deprivation Affecting Children Index and/or GCSE results fall in the lowest third of the national distribution.

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 ensure we deliver the Young Writers Programme effectively

To provide key administrative support to First Story's operations including communications, HR, volunteering and fundraising

JOB DESCRIPTION

Key Accountabilities:

- 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.
- Undertaking donor research and managing a template proposal to a list of small trusts.
- Supporting data maintenance for the organisation including Salesforce, donor records, donor care and financial and evaluation data.
- Website support including monitoring website repositories for uploads and school and writer registrations
- Supporting communications to schools such as uploading mailings on mailchimp or other mail lists or the schools hub
- Performing routine financial tasks for the organisation including updating Xero (accounting software), issuing invoices, chasing payment.
- 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 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

- Demonstrable evidence of managing workload and meeting 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
- An on-line native able to manage/learn to manage mailings and subscription lists and upload content onto the website
- Knowledge of working with a content management system
- Good communication skills on email, in person and on the telephone
- Comfortable working in small team but relating to a diverse range of stakeholders
- Committed to First Story's values and have an understanding of diversity and inclusion

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. Cycle to work scheme.

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. However, the post is virtual for the current period and we are open to discussing location.

TO APPLY:

We are committed to improving diversity and inclusion within our organisation and are working with Creative Access to recruit for this position. Please register today to apply for this opportunity <https://creativeaccess.org.uk/opportunity-details/?operations-assistant&id=922>

The closing date for the role will be **02 January 2021** at **5pm**. Interviews for shortlisted candidates will be held in London or online via Zoom from **11 January 2021**.

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.](#)