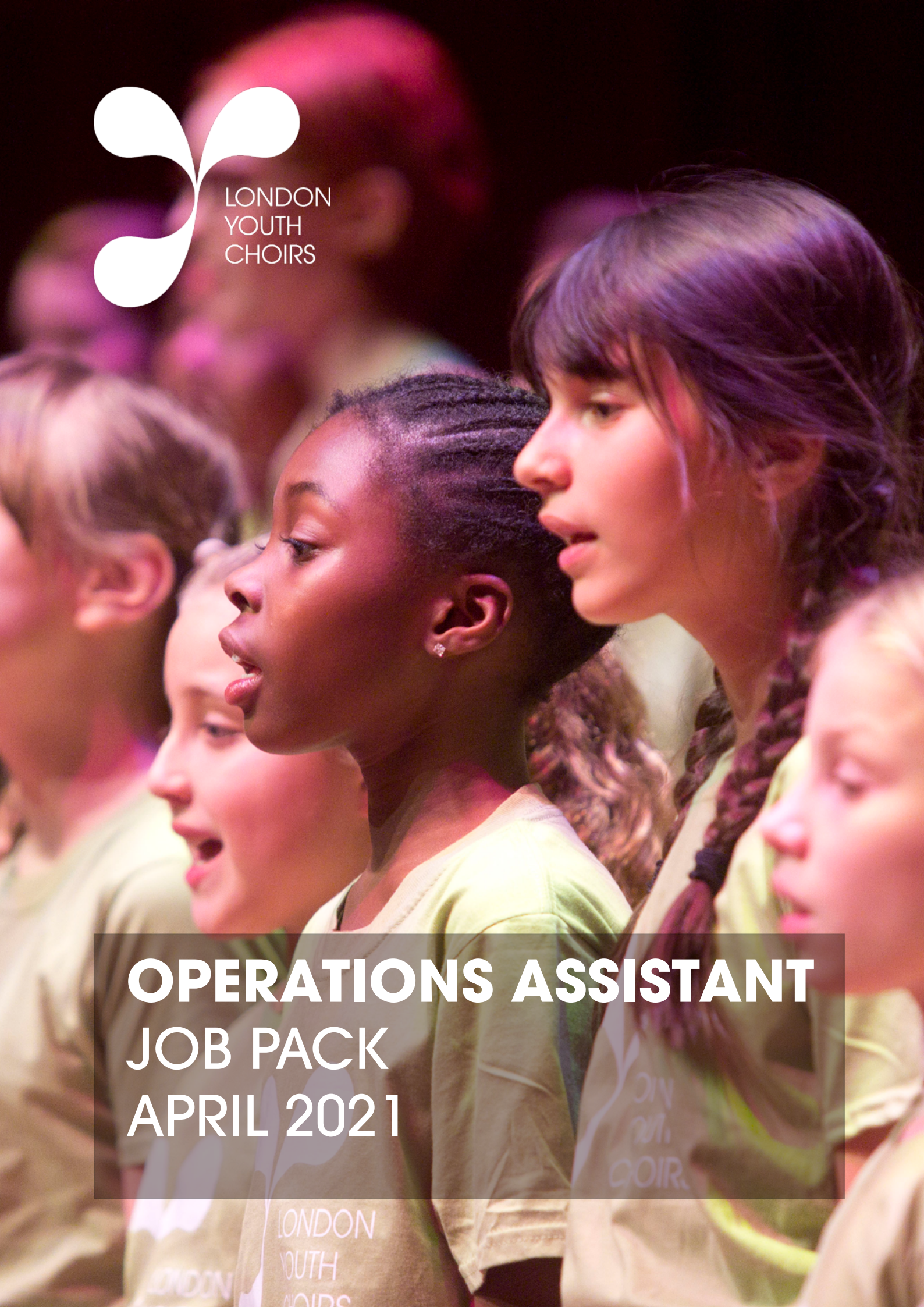




LONDON
YOUTH
CHOIRS

**OPERATIONS ASSISTANT
JOB PACK
APRIL 2021**



JOIN THE LYC FAMILY

INTRO FROM ORLA

LYC member Orla has recorded a short video intro to this role for you - take a look!



WE'RE HERE TO HELP

We hope that you find this Job Pack helpful and clear. If you have any questions about the role which aren't answered here, or if there's anything which you'd like to understand a little better, please email LYC Operations Manager Bethan before making your application and you will receive a reply within three working days.

bethan.thomas@londonyouthchoirs.com

JOIN THE LYC FAMILY

ABOUT LONDON YOUTH CHOIRS

London Youth Choirs exists to enrich the lives of young Londoners through singing. We provide children and young people living or educated in London with high-calibre choral singing tuition and unique performance opportunities. We have a family of eight choirs with a current membership of over 300 young people aged 7-23 years old, and run a wider outreach programme engaging up to 1,000 children a year in singing activities. Our sessions are designed to educate and inspire, build confidence, and develop skills in teamwork and leadership; all whilst championing inclusivity and understanding. London Youth Choirs aims to be truly representative of the population of London and currently works with young people from over 30 London boroughs.



Our ethos

LYC aims to be a warm, welcoming, professional and ambitious organisation.

You will thrive with us if you:

- Have a genuine passion for singing and an active interest in the work of the organisation;
- Have the ability to work as an independently motivated self-starter;
- Possess a proactive, positive, 'can-do' attitude – but tempered with realism;
- Enjoy clear and transparent communication;
- Treat everyone with courtesy and respect;
- Value the diversity of London and wish to actively promote equity and inclusion;
- Respect punctuality and encourage it in others.

JOIN THE LYC FAMILY

ABOUT LONDON YOUTH CHOIRS

LYC runs six Central and two Regional choirs, structured as follows:

CENTRAL CHOIRS

Based in Central London
For young people from across London
Rehearse every Monday evening in term time



LYC Junior Boys
School Years 3-6



LYC Junior Girls
School Years 3-6



LYC Cambiata Boys
School Years 7-11



LYC Cambiata Girls
School Years 7-11



LONDON YOUTH CHOIR
School Year 11 - Age 23
Mixed Voices



LYC Chamber Choir
Ages 16-23
Mixed Voices

REGIONAL CHOIRS

Rehearse every Thursday afternoon
(after school) in term time



LYC South East
School Years 3-6
Mixed Voices
Based in Southwark
For children from SE London



LYC West
School Years 3-6
Mixed Voices
Based in Ealing
For children from W London

FIND OUT MORE

londonyouthchoirs.com/lyc-choirs/

Leading up to LYC's 10th anniversary in 2022/23, we plan to establish two more regional choirs around London, vastly expanding the organisation's reach.



OPERATIONS ASSISTANT

OVERVIEW AND PERSON SPECIFICATION

London Youth Choirs seeks an Operations Assistant to join our team at a time of exciting expansion. Reporting to the Operations Manager, the Operations Assistant has primary responsibility for the day-to-day administration of our growing organisation. We are looking for an enthusiastic person who is highly motivated, dedicated and determined to develop their skills and knowledge in a wide variety of areas.

Job title: Operations Assistant
Reports to: Operations Manager
Based: London

Our office is at Rich Mix (35-47 Bethnal Green Road, E1 6LA) and travel is required to all our rehearsal venues. More details below.

Status: Permanent | Full-time, 35 hours per week.

Standard office hours are 9:30 - 17:30 Tuesday to Friday. During term time, working hours on Monday are 12.30 - 21.00 to accommodate weekly rehearsals. The nature of the role requires some availability outside these hours, including attendance at events during evenings and weekends.

Holidays: 25 days, plus public holidays

Salary: £21,158

Qualifications, Knowledge and Experience

Essential

- Flexibility to attend all Monday evening rehearsals in the City, Thursday rehearsals for regional choirs and extra rehearsal and events outside regular office hours;
- Good level of proficiency working with standard business software including MS Word, Excel, Outlook;
- Self-motivated with an interest in continued personal and professional development.
- A friendly and approachable person able to inspire confidence and respect from colleagues, parents and members.

Desirable

- An interest in singing and a desire to help young people to develop their full potential;
- Experience of working with young people;
- Experience with Google Drive and Mailchimp;
- A proactive attitude to maintaining and developing efficient workplace systems.

Skills and Attributes

- A resilient and collaborative team player with a positive and enabling attitude;
- Organised and methodical, with good time-keeping skills;
- Excellent communication skills; able to communicate clearly and sensitively and handle a wide range of queries effectively and professionally;
- Able to work independently and confident in taking appropriate decisions within a specific area of responsibility;

OPERATIONS ASSISTANT

DUTIES AND RESPONSIBILITIES

General

- Manage the office email account, directing enquiries to the appropriate party and responding to general enquiries;
- Maintain and update the LYC calendars with all relevant rehearsal and event information;
- Maintain the secure filing of records;
- Maintain a suitable level of office supplies and stationery;
- Maintain storage of uniform, folders, lanyards and other LYC materials;
- Create and share weekly meeting agendas with the team and take minutes at meetings.

Marketing/website/social media

- Assist in updating necessary website content including concert and news listings, development credits and information on any current fundraising campaigns;
- Assist with the collation of information required for concert/event programmes;
- In collaboration with the Communications Manager, develop and maintain a social media strategy across Twitter, Facebook and Instagram.

Membership and Rehearsals

- Assist the Membership Officer in member communications;
- Assist with communications relating to attendance, enforcing attendance rules and processing people joining and leaving the choirs;
- Assist in the purchase and coordinate ordering of music for all choirs in collaboration with the Membership Officer.

Concerts and Events

- Assist the Operations Manager in applications for child licences;
- Coordinate transportation of all items required for events such as banners, programmes, floats, music, lanyards and schedules;
- Assist the Operations Manager in the

implementation of LYC's annual programme of engagement activity across the breadth of London;

- Assist the Executive Director and Development Director, providing administrative, planning and coordination support for fundraising campaigns and LYC events.

SAFEGUARDING

London Youth Choirs is committed to safeguarding and protecting the children and young people that we work with. We ensure that our organisation has a range of policies and procedures in place so that we can do everything possible to safeguard our choir members.

EMPLOYMENT TERMS AND CONDITIONS

- The jobholder will be based at LYC's headquarters at Rich Mix, 35-47 Bethnal Green Road and will also work at LYC's rehearsal and concert venues.
- 5 days, 35 hours per week. The jobholder must also be flexible and able to start work at earlier times when required, as well as assisting on projects on evenings and at weekends. LYC operates a TOIL system.
- General office hours are 9.30am to 5.30pm, with one hour for lunch. Working hours on Monday are 12.30-9.00pm to cover the preparation and attendance at our weekly (term-time) rehearsals at City of London School.
- Salary £21,158.
- Probationary period 3 months.
- Notice period 1 month.
- Membership of LYC's pension scheme with Aviva, as follows: LYC contribution 3%, employee minimum contribution 5%.
- Holiday entitlement is 25 days, plus statutory holidays.
- All appointments are subject to LYC receiving satisfactory references and an enhanced DBS check. LYC is an Equal Opportunities Organisation.

OPERATIONS ASSISTANT

HOW TO APPLY

1. Please complete the [Application Form](#)
2. Please complete the [Equal Opportunities Monitoring Form](#)

You can also find both forms at: www.londonyouthchoirs.com/work-for-lyc

Deadline for applications: 4pm, Wednesday 26 May

We need to receive both your Application Form and Equal Opportunities Monitoring Form by 4pm on Wednesday 26 May.

Interviews for selected applications: Tuesday 22 June

Selected applicants will receive invitations to interview in the week beginning 14 June. Interviews will be held in person at our office (Rich Mix) and last around an hour.

Decision, notification and start date

We will notify all applicants of our final decision in the week beginning 28 June. We would like the new Operations Assistant to start as soon as mutually convenient and will work with you to agree the best start date.

Feedback

If you would like written feedback following our decision, please email us at assistant@londonyouthchoirs.com within 5 working days of receiving our decision and we will respond within 10 working days of receiving your request.

OPEN EVENING: 12 MAY

Want to know more about the role, or about LYC, before you apply? We are holding an online Open Evening over Zoom at 7.00pm on Wednesday 12 May and would love you to join us if you're free.

[**SIGN UP HERE \(via Eventbrite\)**](#)



“I love working with LYC; I think my favourite part is getting to speak to different people every day, both in the office and at rehearsals, and supporting hundreds of young people and their families with taking part in each week. It makes each working day different, and being in continual contact with members and their families lets me see and hear first hand what being in LYC means to them, which is really gratifying. It means a lot to me, as someone who has benefited so much from involvement in choral singing while growing up, to feel I am helping others access these opportunities”

**Alice Beverley (pictured on bicycle)
LYC Development Manager**

“LYC has given me back confidence I never knew I needed. It has introduced me to the best people I have ever met and taught me that its okay to be a choral music nerd. I look forward to every rehearsal all week and feel such a sense of belonging like I’ve never felt before. Everyone is so warm and welcoming and you feel like you can talk to everyone. The staff is incredible and are the best people.”

Lottie, London Youth Choir member



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londonyouthchoirs.com

London Youth Choirs is a Charitable
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