



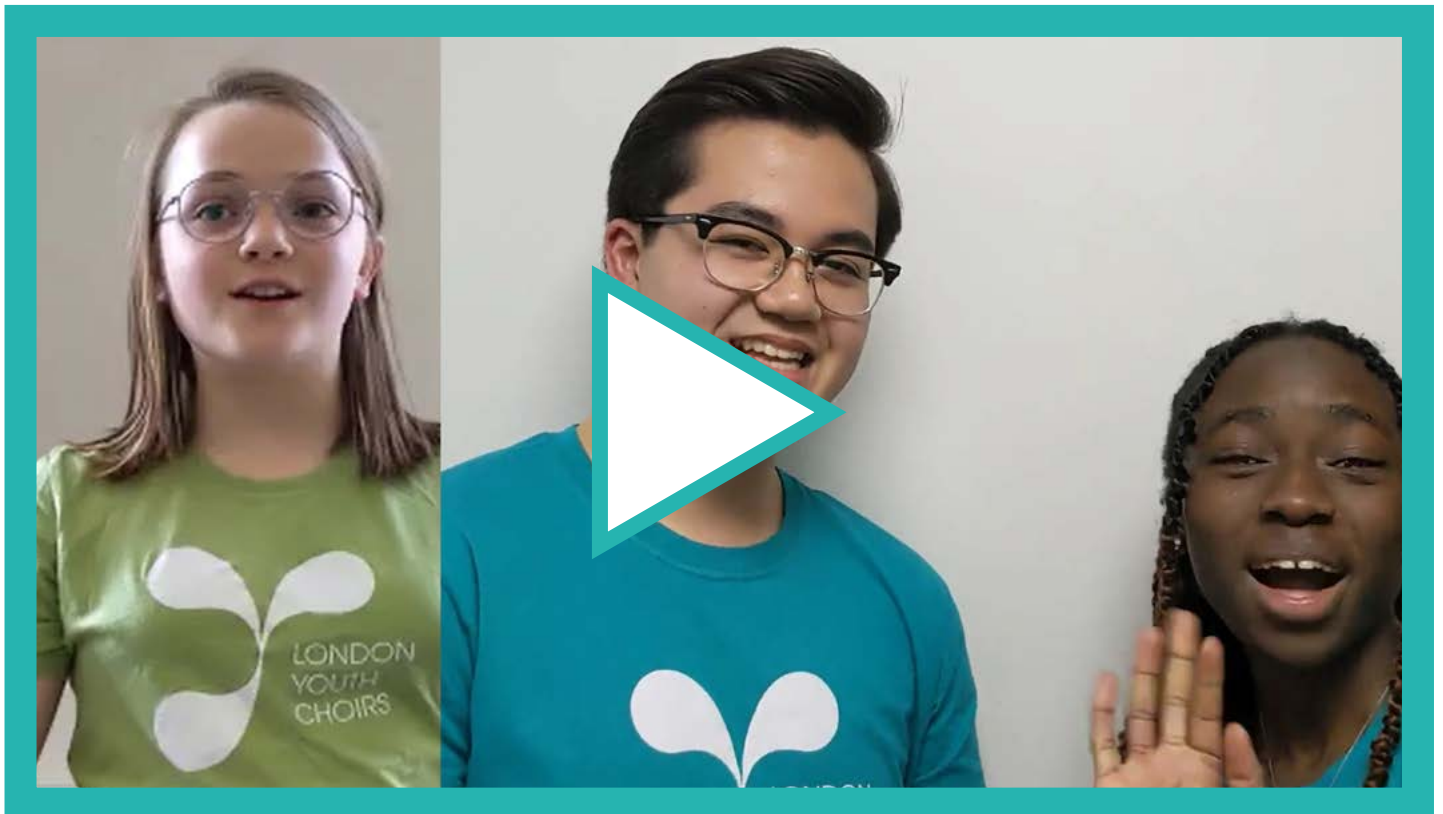
LONDON  
YOUTH  
CHOIRS

# HEAD OF OPERATIONS APPLICATION PACK MAY 2022

# JOIN THE LYC FAMILY

INTRO FROM HEIDI, VINCENT & RACHAEL

LYC members Heidi, Vincent & Rachael have 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 Executive Director, Nina Camilleri before making your application and you will receive a reply within three working days.

[nina.camilleri@londonyouthchoirs.com](mailto:nina.camilleri@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 (soon to be nine!) with a current membership of over 320 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 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;
- Possess a proactive, positive, 'can-do' attitude;
- 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

### Our Team

Inspirational leadership is one of the most important things we can offer our young singers: LYC is underpinned by an exceptional team of 11 staff, each of whom bring the highest levels of professionalism, commitment, and fun to the work that we do.

Our administrative team is led by Nina Camilleri and they are responsible for looking after our day-to-day organisational business and underpins all areas of LYC's work and activity.

Artistic Director, Rachel Staunton, leads our fabulous music team of choral conductors with many years' experience of drawing the very best from young people. Our conductors encourage, nurture and challenge the members of their choirs, giving them a fantastically engaging and enlightening musical experience.

For more information about the team you would be joining, please see:

<https://www.londonyouthchoirs.com/lyc-team/management-team/>

### Celebrating 10 years of impact

When the Olympic Games came to London in 2012, LYC founders Rachel Staunton and Suzi Digby OBE saw the remarkable galvanising effect sport was having on young people of every background. Inspired by this, they created a musical model that would bring together young people from across London and unite them in the shared endeavour and passion of singing.

From September 2022 - 2023, LYC will celebrate its 10th anniversary and by January 2023 we will have achieved our milestone ambition to establish four regional junior choirs in South West, South East, West, and North East London, in addition to our six centrally located choirs.

Our team's sense of drive and ambition is unfaltering, in many ways we feel that we're only just getting started! With this expansion comes the need to consider the best strategy to engage, nurture and encourage a wide range of young people across London.

# JOIN THE LYC FAMILY

## THE ROLE

### Context for this appointment

As we approach our 10th anniversary, we are seeking a highly capable, resilient and positive team player to become our new Head of Operations. Using your broad operations and administrative skill set, you'll work closely with the Executive Director, Artistic Director and wider management team to plan, coordinate and oversee delivery of LYC's weekly programme of work across London.

LYC is currently enjoying a period of unprecedented growth as we approach our second decade, and seeking to double down on our founding commitment to unlock young people's potential through the power of choral singing, and to be a singing home for all young Londoners.

We are growing and enriching our core membership programme with new choirs, recruitment and programme renewal, and stand on the threshold of a truly exciting relaunch of our Engagement programme, LYC Experience. To support these developments we have doubled our office team in the past two years, including brand-new posts for Membership, Development, Pastoral Care and Engagement, and further expanded our superb fundraising and supporter network.

As Head of Operations, you will ensure the smooth running of this expanding machine by creating, maintaining and sharing a strong central plan of all running activity, requirements and dependencies, and by proactively managing and motivating full-time and part-time staff to ensure timely, effective and compliant delivery. Within the team, you'll be a trusted central authority and signpost on all matters of everyday operations. Externally, you'll be LYC's lead representative on all operational matters with external partners, especially events and services contracting. Throughout your work, you'll play a uniquely wide-ranging role in ensuring our ongoing success and development - and enjoy a lot of wonderful singing!

# JOIN THE LYC FAMILY

## DUTIES AND RESPONSIBILITIES

### DUTIES AND RESPONSIBILITIES

#### **Logistics & planning**

- Together with the Artistic Director and Executive Director, ensure that LYC works as a strong and cohesive team and delivery is of a high standard.
- To produce an operating overview to underpin the artistic and strategic direction of the organisation, which correlate with annual operating budgets.
- To organise and coordinate the logistics of weekly rehearsals for both the central and regional choirs and confirm necessary venue bookings.
- To organise and coordinate the logistics of concerts, internal and external events, training days, recordings and residential courses.

#### **Staff & office management**

- To line manage the Membership Officer, Operations Assistant (full time employees), together with the team of freelance assistant leaders and LYC volunteers.
- To support the Head of Safeguarding & Pastoral Care on child protection and safeguarding issues, where necessary.
- To work collaboratively with all the key departments across the organisation.
- To coordinate the selection of LYC's team of freelance staff across our expanding choir network, auditions and events.
- To manage all contracting and agreements for freelance staff, including those involved in LYC's Engagement programme.
- To liaise with the Facility Manager of the office to ensure good servicing and a healthy working environment.
- To manage the development and delivery of core organisational functions around website and ICT, ensuring they are joined up, effective and meet industry best practice.

#### **Budgetary & financial**

- To manage and delegate the operational budget including the authorisation of relevant fee and non fee invoices and provide financial reporting information to the Finance Manager and Executive Director, as required.
- To produce draft budgets for event enquiries, in consultation with the Executive Director and Finance Manager.



# HEAD OF OPERATIONS

## DUTIES AND RESPONSIBILITIES

### **Policies & best practice**

- In collaboration with the Head of Safeguarding & Pastoral Care, oversee safeguarding/pastoral issues throughout the organisation. This will involve the development, implementation, and maintenance of policy and good practice and ensuring the provision of appropriate training for LYC staff.
- To oversee safer recruitment procedures including DBS clearance and checks for artists and staff.
- To implement LYC's GDPR policies and procedures and maintain compliance across all activity.

### **Reporting & records**

- To oversee the collation of membership and other statistics as required.

### **Other**

- To attend meetings, conferences and events on behalf of LYC.
- To undertake any other reasonable duties as required by LYC to support the successful delivery of its strategic aims and objectives, which may include weekend and evening work.



# HEAD OF OPERATIONS

## PERSON SPECIFICATION

	Essential	Desirable
<b>Knowledge, Experience and Skills</b>		
Exceptional written and verbal communication and interpersonal skills; able to communicate complex information clearly and handle a wide range of queries effectively and professionally.	•	
Outstanding time management skills with a solutions orientated approach to problems.	•	
Able to work independently and confident in taking appropriate decisions within a specific area of responsibility.	•	
An understanding of the need to embed equality and inclusion in everything we do.	•	
2 years event management experience, ideally gained in an arts organisation.	•	
High level of proficiency working with standard business software including Google Drive, Mailchimp and MS Office applications (Word, Excel, Powerpoint).	•	
Fluent in database management systems and desktop publishing.	•	
Confident with budget preparation and management.	•	
Good understanding of Child Protection and Safeguarding regulations.	•	
Experience of working with young people.	•	
Working knowledge of current Health and Safety practice.		•
First Aid Trained - training will be given if not.		•
<b>Attributes and Behaviours</b>		
A resilient and collaborative team player with a positive and enabling attitude.	•	
Highly organised and methodical, efficient and capable of balancing precise attention to detail with thinking and planning ahead.	•	
A friendly and collegiate person with a positive and enthusiastic attitude, able to build rapports with and inspire confidence and respect from junior and senior colleagues and a wide variety of stakeholders.	•	
Able to attend Monday evening rehearsals in the City plus one regional choir rehearsal (Wednesday or Thursday) and extra rehearsal and events outside regular office hours.	•	
An interest in singing and a desire to help young people to develop their full potential.		•
An interest in music education and delivering strong outcomes for children and schools experiencing disadvantage.		•



# HEAD OF OPERATIONS

## FURTHER INFORMATION

### EMPLOYMENT TERMS AND CONDITIONS

Job Title:	Head of Operations
Reports to:	Executive Director
Key team relationships:	Artistic Director, Head of Safeguarding and Pastoral Care, Finance Manager and Head of Engagement.
Direct reports:	Membership Officer, Operations Assistant, Assistant Leaders and Volunteers.
Based:	Our office is at Rich Mix (35-47 Bethnal Green Road, E1 6LA) located in Shoreditch in the Borough of Tower Hamlets. LYC operates a hybrid working policy although we expect to agree on a minimum level of contact time spent at the office.
Status:	Permanent   Full-time, 35 hours per week. General office hours are 9:30 to 17:30 Tuesday to Friday, with one hour for lunch. During term time, working hours on Monday are 12:00 to 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. LYC operates a TOIL system.
Salary:	£32,000 - £35,000
Pension:	Membership of LYC's pension scheme with Aviva, as follows: LYC contribution 3%, employee minimum contribution 5%.
Probation:	3 months
Notice Period:	3 months
Holidays:	25 days, plus statutory holidays, plus the working days between Christmas and New Year when the office is closed
Benefits:	Complimentary tickets for LYC performances, subject to availability and LYC's staff ticket policy. Interest free travel season ticket loan. Interest free cycle to work scheme.

All appointments are subject to LYC receiving satisfactory references.

# HEAD OF OPERATIONS

## FURTHER INFORMATION

### 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. Applicants should possess relevant enhanced DBS documentation or be willing to undergo a new check with LYC.

### EQUALITY AND DIVERSITY

At London Youth Choirs, it is our core belief that opportunities to work and develop should be open to all. We have processes in place to ensure that all job applications are assessed fairly, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristics.

We want a more equal, inclusive and representative choral and cultural sector. So, we particularly encourage applications from disabled people and people from black, Asian and minority ethnic backgrounds, as these groups are currently underrepresented.

# HEAD OF OPERATIONS

## 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](http://www.londonyouthchoirs.com/work-for-lyc)

**Deadline for applications: 12pm, Friday 3 June**

We need to receive both your Application Form and Equal Opportunities Monitoring Form by 12pm on Friday 3 June.

**Interviews for selected applications: Wednesday 15 June**

We will invite selected applicants to interview by Wednesday 8 June. Interviews will be held in person at our offices in Shoreditch and last up to two hours.

**Decision, notification and start date**

We will notify all applicants of our final decision in the week of 20 June 2022.

We would like the new Head of Operations to start as soon as mutually convenient and will work with you to agree the best start date.

**Feedback**

We will provide written feedback to any applicant within 10 working days of receiving your request sent by email to

[nina.camilleri@londonyouthchoirs.com](mailto:nina.camilleri@londonyouthchoirs.com)



"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 means seeing and hearing first hand what being in LYC means to them, which is really gratifying. It means a lot to me, as someone who has benefitted 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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London Youth Choirs is a Charitable  
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