

MORTAL FOOLS



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AUTHORITY



Proudly supporting
youth social action

Image Description: Picture shows 5 members of Ensemble Young Company during a rehearsal of Flux at Gosforth Civic Theatre.

SENIOR ADMINISTRATOR

CANDIDATE PACK



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Image Description: Picture shows 9 members of Ensemble Young Company clapping at the end of their live performance of *Inevitable?* at YMCA Northumberland.

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WHY WORK AT MORTAL FOOLS?

“Mortal Fools has been such a lifeline for me. It gives me a space to truly be myself and I have met the most amazing, genuine people. The way Mortal Fools gives the young people a voice, is honestly really special.”

Ensemble Young Company Member

A MESSAGE FROM OUR ARTISTIC DIRECTOR

Image Description: A black & white image of Mortal Fools' Artistic Director Kiz Crosbie, smiling.



Thank you for your interest in joining us at Mortal Fools.

To support our diversified income generation strands, development of systems, and resilience, we are looking to appoint a Senior Administrator to join Team Mortal Fools.

All strands of our income generation work directly support our work with children and young people. We are committed to enabling the delivery of life-enhancing experiences for our thousands of young beneficiaries. Young people need more opportunities to use the arts to explore, understand and express their current experiences, questions, concerns and hopes, and I'm excited for Mortal Fools to do this with them, now and into the future.

We're looking for someone who believes deeply in the importance of the work we do and wants to invest their skill

set into supporting children and young people by enabling the continued growth of the organisation. An individual that wants to bring their ideas, energy and experience to enhance Mortal Fools via the implementation of thoughtful, systematic, efficient and connected processes and ways of thinking.

This new role will be an important enabling role supporting our income generation strands of work and is an investment in their effectiveness, sustainability, and future growth.

I'm excited to welcome whoever fills this role to our team later this year and we look forward to receiving your application.

Kiz Crosbie
Artistic Director and CEO

Image Description: Picture shows 10 members of Ensemble Young Company mid movement sequence during a performance of *Inevitable?* at YMCA Northumberland.

Mortal Fools Candidate Pack



"I feel uplifted and passionate every time I come to work with Mortal Fools. Everyone is respected and held in such high regard with one another; each and every member of the company is an essential part of the Mortal Fools jigsaw."

Team Mortal Fools

"Without Mortal Fools, the young people of Northumberland they co-create their productions with would not be the confident and inspiring people they are. Mortal Fools are a vital arts organisation that have understood what young people need to thrive. Their impact is enormous."

**Wendy Scott,
Cultural Development Manager at
Northumberland County Council**



Image Description: Picture shows 5 members of Ensemble Young Company during a performance of *Flux* at YMCA Northumberland.

Mortal Fools are an award-winning theatre, drama and creative learning company supporting children and young people (7 years – 25 years) across high impact creative interventions and regular youth theatre groups to engage, enable and empower, enhance wellbeing, and cultivate employability and emotional development.

We work with 1,000s of children and young people every year in Northumberland and the wider North – many with intersectional needs, in schools, youth settings and the community.

We prioritise working with children and young people who need our work and support and face barriers accessing creative opportunities.

We define our core organisational purpose as supporting people to have better quality inter-personal relationships because positive relationships are an essential component of personal wellbeing and life fulfilment. As a theatre company, we mostly use drama and theatre-based approaches – inter-personal by nature – to build the skills and knowledge to form and maintain better relationships.

ABOUT US
OUR PURPOSE

Mortal Fools enable young people to grow and evolve into a version of themselves that they want to be. We believe engaging in creativity is a tremendous vehicle to build confidence and skills. We run drama projects, create high-quality theatre and film by co-creating with children, young people, and professional practitioners.

Evidence from our work demonstrates that our creative interventions have the power to change and enrich lives. Our young people's programmes consist of high-quality, fun and relevant arts experiences developing children and young people's wellbeing, mental health and social, emotional and creative skills. We help them connect, have fun, learn, and grow together.

We are a sector leader in the North East in supporting professional theatre artists to develop their co-creation practice with, by and for children and young people.

Our work is supported by a wide range of funders and Trusts, Foundations, and supporters. We are an Arts Council England National Portfolio Organisation and we have various income generating streams that support our work as a charity.



Image Description: Picture shows 2 Mortal Fools Peer Facilitators supporting a Tyne Valley Youth Theatre session. Three young people are in the background.



MORTAL FOOLS' VALUES

CONTRIBUTING

Everyone Matters

GROWING

Becoming More

WITH OTHERS

Better Together

AS OURSELVES

Always Authentic

To get a flavour of our work, we recommend downloading our Impact Report 22/23. It covers a summary our work over the last 18 months.

If you'd like to get to know our young people's work we'd recommend checking out our YouTube Channel and the following project pages:

- [Click here to watch The Bigger Picture film shorts.](#)
- [Click here to find out more about Flux Digital.](#)
- [Click here to watch SPARKED – our practice development film series.](#)
- [Click here to watch My People film shorts.](#)

GET TO
KNOW
OUR WORK

Headlines from 22/23:

- Across April 2022 – April 2023, Mortal Fools meaningfully engaged **1,316 young people** – delivering programmes and projects for young people 48 weeks of the year, providing a safe creative outlet and supporting wellbeing.
- Evidence from Mortal Fools young people's programmes demonstrates that our projects play an increasingly significant part in our young people's lives, mental health, and wellbeing.
- We've supported more young people with intersectional needs than ever before (now the majority of our beneficiaries) and developed specialist practice to support these complex needs and to achieve equity of opportunity.
- We've featured in The Guardian, The Stage, North East Times, BDaily, North East Family Fun, High Life North and many other press publications and was on BBC Look North!
- We had live audiences of **620 people** and **a digital audience of 5123**, with our digital short form content reaching **375,593 people**.
- We've delivered **51 CONNECT training interventions** and engaged **952 training participants** from organisations across different sectors.

Image Description: Picture shows Mortal Fools practitioner during *Fools Fest 2023* rehearsal.



If you're able to, check out our website www.mortalfools.org.uk and visit our social media channels (all @mortalfoolsuk).

This will give you a broad overview of our work and the type of company we are.



Overview of our Income Generation Programmes – directly related to this role:

Mortal Fools are the creators of MELVA: a digital mental health through storytelling intervention. MELVA is an award-winning creative, web-based programme, designed to improve children and young people's knowledge and understanding of mental health and wellbeing.



MELVA is currently being used by over 70 settings.

It is delivered by teachers in primary school settings and with older young people in specialist provision.

Through creative storytelling, engaging characters, and practical activities, children learn alongside Melva about how to recognise, understand, talk about and manage their mental wellbeing and deal with their 'worrits'. The MELVA programme focuses on early intervention using recognised and recommended mental health first aid strategies, communicated in a child friendly and accessible way.

MELVA is for all children, not just those who are struggling. It focuses on teaching children the basic skills and understanding they need to keep themselves well, whatever challenges they might face in the future; supporting them to develop resilience pathways and positive emotional responses and relationships.

MELVA

Mental Health Education
through storytelling



Image Description: Picture shows a screenshot of two MELVA characters from the MELVA film.

You can find out more
via the MELVA website:
www.melva.org.uk

CONNECT

You can find out more and download
the CONNECT brochure via:
www.mortalfools.org.uk/connect

CONNECT: a high impact training and professional development programme delivered in person or online, for organisations, teams and individuals. We deliver to businesses, VSCs, fellow creative organisations, volunteers, young people aged 16–30 via employability strands of work and everything else in between.

All income goes back into our work with children and young people.

We are running a digital showcase of our CONNECT programme on 1st May, 10am – prospective candidates are welcome to join the Zoom call to hear more about the programme.

Sign up to CONNECT showcase by clicking [HERE](#).



CONNECT is a meaningful investment in:

- Workforce wellbeing, professional skills development, confidence, resilience and ability to perform.
- Team dynamics and developing healthy interpersonal relationships.
- A people centric learning culture that cultivates its workforce.
- Organisational future proofing with authentic people power, that can handle change and embrace new ways of thinking.
- Corporate social responsibility – CONNECT subsidises Mortal Fools work with vulnerable children and young people.

In 2023 we delivered training to the likes of SeedLegals, Ryder Architecture, Muckle, NHS, Newcastle University, North East Youth Alliance, The Cedarwood Trust, North Tyneside VODA and many others!



Image Description: Picture shows 6 training participants during a training session.

“Our experience with Mortal Fools was amazing! They deliver leadership training with a difference; it’s fun, impactful and delivers meaningful learning experiences in a very memorable way.

We’ve never laughed and learnt so much at the same time.”

Nicola Leyden
Director of HR Muckle LLP

THE ROLE

We are excited to be recruiting a full-time Senior Administrator to join our team.

This is a new role, introduced to support the continued growth and development of Mortal Fools. We are excited to appoint a staff member who can bring their passion for processes and organisational skills to the team – supporting the increased sustainability, resilience and growth of our income generating potential.

Our Senior Administrator will support Mortal Fools operational systems and processes through the management and completion of administrative tasks with a particular focus on supporting our income generation strands of work – MELVA & CONNECT.

They will also line manage another administrator.

Purpose:

The Senior Administrator will provide administration and systems support for two key earned income programmes – CONNECT training programme for businesses and MELVA digital mental health intervention programme for schools.

Contract:

Employed, permanent
Full-time post x 5 days per week, 40 hours, to be worked flexibly with some evening and weekend on occasion.

Salary:

£24,000 – £30,000 depending on experience and capability

Salary bandings and individual salaries are reviewed annually.

Responsible to:

Business & Finance Manager

Responsible for:

Company Administrator

Key relationships (external):

Schools, business training clients and sponsors

Based at:

Hybrid working between Head Office in Ashington, Home-Working, Prudhoe office and other external work locations, as required.

Whilst we don't expect staff to come into the office every day, we do expect members of Team Mortal Fools to come into the office to work at least once a week and for the majority of monthly team meetings.

We believe this enables the cultivation of good team relationships, working practices and supports good communication.

Holiday entitlement:

33 days including Bank and Public Holidays

Discretionary benefits:

Annual Office Equipment allowance, Personal Days, Pension Contribution (4% employer / 4% employee) and Wellbeing Support

Probationary period:

6 months

Notice period:

6 weeks

Image Description: Picture shows 5 members of Ensemble Young Company during a performance of *Flux* at YMCA Northumberland.



Other Requirements:

A Disclosure & Barring Service (DBS) check, as required.

Ability and willingness to travel throughout the North East region to meetings and events.

Flexi-time system:

Due to the nature of our work, some weeks/ months of the year are busier than others and some quieter. Our flexi-time system enables employees and line managers to negotiate working hours and days to suit the needs of the role and the needs of the individual.

Overtime payments are not made.

Expenses:

Out of pocket expenses will be repaid. Travel beyond normal commute during Mortal Fools business hours will be reimbursed, and mileage paid at the current HMRC rate.

Adjustments:

As our working environment is always changing, we may need to alter roles slightly to fit business need. The job description may be reviewed at any time.

Image Description: Picture shows 5 members of Ensemble Young Company mid movement sequence during a performance of *Inevitable?* at YMCA Northumberland.



TO APPLY FOR THIS ROLE

To Apply:

Send the following documents as separate attachments to admin@mortalfools.org.uk with the subject:

Application: Senior Administrator

- Application Form Part 1
- Application Form Part 2
- Equality and Diversity Monitoring Form

Your name and personal information (including specific educational institutions attended) will be removed from the application form when shortlisting.

Application Deadline: Monday 6th May, 12 noon

Shortlisted candidates will be invited to an interview on **Thursday 23rd May** if you cannot make this date, we cannot guarantee you an interview if shortlisted, but if you have an unavoidable issue with the date, get in touch and we will see if there is anything we can do.

Additional Application Information:

- If you prefer, you can complete Section G of your application form via video submission instead.
- If you'd like to request this application pack in a different format – email our named accessibility contact: Rachel.Horton@mortalfools.org.uk
- If you'd like to chat about this role ahead of putting in an application, you can request an informal phone call or zoom with Team Mortal Fools by emailing admin@mortalfools.org.uk

Note: These appointments will be made on merit, but we believe that diversity strengthens and enriches us, and that it is the responsibility of all arts organisations to make the arts and cultural sector a more diverse and equal place. Black, South Asian, South-East Asian, and East Asian people, people from or connected to ethnically diverse communities, and disabled people are currently under-represented at Mortal Fools, so we particularly encourage and welcome applications from these people.

THE SENIOR ADMINISTRATOR

Mortal Fools Candidate Pack

We believe that when it comes to job roles, it's not helpful to try fit people into boxes. We want all our staff members to feel that their individual needs, interests and development goals are being met, whilst also ensuring the purpose of their role benefits the company and its growth.

Whilst we have outlined the role of the Senior Administrator, as it is a brand-new role, we expect it to vary and evolve based on:

- Existing skills and experience of successfully appointed candidate
- Demands and the needs of the business
- The workload from the projects
- Confidence and capability in areas of work as employment progresses

This job will inevitably adapt and develop over time, as we get to know our successful candidate better and their learning journey, shaping the role so they can step into their full personal potential.

Image Description: Picture shows 4 members of Mortal Fools Youth Theatre Ashington on stage during their rehearsal of *Fools Fest 23* at YMCA Northumberland.



ROLE SUMMARY

We are looking for a skilled and enthusiastic Senior Administrator, who is highly organised, detail orientated, with the capability to oversee administrative systems enabling effective project functioning.

Our organisation is growing, and our systems are evolving; we are striving for scalability, sustainability and to achieve efficient and transparent ways of working.

The Senior Administrator will help enable the next chapter of that work, engaging with different Mortal Fools teams and functions, external stakeholders, funders, schools and clients; it is therefore essential that the Senior Administrator is a good communicator.

The successful candidate will be adaptable, flexible, proactive, resourceful, and able to manage changing priorities and strands of work simultaneously ongoing.

KEY TASKS & RESPONSIBILITIES:

CONNECT TRAINING PROGRAMME:

General Programme Support:

- Oversees CONNECT programme on Monday.com (project management software) and supports the creation of other related management systems e.g. keeping CRM updates with client information and the development of automated processes.
- Supports with submitting tenders/larger scale proposals/project budgets.
- Oversees schedule of regular CONNECT team meetings, organises venue, coordinates agendas, logs and shares notes and actions.
- Collates quarterly CONNECT report for Executive and Board.
- Supports client relationship management e.g. sharing Annual Impact Reports, invitations to advocacy events.
- Manages event set up and bookings for open-access training and events.
- Supports colleagues with cultivation of new corporate relationships and manages delegated relationships.
- Works with colleagues to track expenditure against income for specified bookings.
- Issues client invoices via Company Administrator.

Workshop Support:

- Issues booking forms to training clients.
- Sends out workshop copy and key information to clients / marketeers.
- Prepares participant pre-workshop info, incl. accessibility, venue details, zoom links and pre-workshop questionnaires ahead of workshops.
- Issues evaluation materials to clients/participants and collates evaluation data.
- Attends client meetings, takes notes, passes on notes to workshop delivery team.



Image Description:
Picture shows 11 CONNECT training participants and 1 Mortal Fools facilitator during a session in a theatre space.

MELVA DIGITAL INTERVENTION PROGRAMME FOR SCHOOLS:

General Programme Support:

- Oversees MELVA programme on Monday.com (project management software) and supports the creation of other related management systems e.g. keeping CRM updates with client information and the development of automated processes.
- Collates quarterly MELVA report for Executive and Board.
- Oversees schedule of regular MELVA team meetings, organises venue, coordinates agendas, logs and shares notes and actions.
- Sets up booking forms for programme events and training, sends invitations and manages participant / guest bookings.
- Prepares participant pre-workshop info, incl. accessibility, venue details, Zoom links and pre-workshop questionnaires ahead of workshops.
- Issues sponsor invoices via Company Administrator.

School Relationship Management:

- Leads on data entry of schools onto CRM and other systems and keeps this up to date.
- Issues and follows up on school licence agreements, including renewals.
- Sets up new schools' user profiles on Melva digital portal.
- Issues information packs to schools, including log-in details.
- With colleagues, monitors Melva Programme users, collates user summaries and flags non-users / low-user schools to Melva team.
- Oversees collation of user data for internal and external reporting e.g. for Board meetings, or for funders.

Legal:

- To comply with all Mortal Fools' policies.



Image Description:
Picture shows a screenshot of two MELVA characters from the MELVA film.

PERSON SPECIFICATION

You will be scored in your application based on how strongly you demonstrate these requirements in your application.

KEY COMPETENCY REQUIREMENTS:

Attention to detail:

- Maintains accurate and up-to-date data records relating to clients, users, activities, finance and feedback.
- Follows appropriate internal processes e.g. financial admin like invoices.
- Is proactive and makes recommendations for the improvement of processes and systems relating to programme administration.

Experience and skill using administration software:

- For Mortal Fools, these include Monday.com, GoodCRM, Microsoft Word, Outlook and Excel.

Time Management:

- Manages their time effectively, completing tasks within agreed and appropriate timeframes, managing multiple tasks simultaneously.

Written, verbal and vocal communication skills:

- Embodies the tone of the Mortal Fools brand in all communications and related paraphernalia.
- Is a friendly and efficient first point of contact to a range of stakeholders.

Practical and proactive:

- Balances working autonomously on given tasks with seeking guidance and support when required.
- Works efficiently and conscientiously to support the smooth day-to-day running of operations of key programmes.

Line Management:

- Confidence and proficiency in line managing staff is an advantage, but not essential.

COMMITTED TO MORTAL FOOLS VALUES:

Contributing, Growing, With Others, As Ourselves:

- Sets and works to achieve personal development goals.
- Is proactive in suggesting more effective ways of doing things, flexible in working style and embraces new ways of doing things when required.
- Effectively communicates personal needs to enable best quality work and supports the personal needs of others.
- Collaborates generously with other staff, clients and other stakeholders.

Specialist Knowledge:

- Experience of working in the charitable sector or working with business clients or schools is an advantage, but not essential.

Image Description: Picture shows 1 CONNECT training participant laughing during a workshop activity.



“What Mortal Fools do is just incredible, the confidence they’ve given our daughter is mind-blowing.”

Mortal Fools Youth Theatre Parent

Image Description: Picture shows 6 members of Ensemble Young Company during a performance of *Inevitable?* at YMCA Northumberland.

OUR RECRUITMENT PROMISES

Recruitment is often a person's first contact with our organisation and we want to make that as positive an experience as possible, even for those people who don't go on to get a job with us.

For that reason, we have a series of recruitment promises...

We issue recruitment information in a range of formats

Our organisation is richer if it includes people with a range of lived experiences. No-one should miss out on a job because the information provided didn't meet their needs. We recognise we still have things to learn in this area, and are committed to continuing to get better at this.

We support the positive recruitment action in the Equality Act by offering all disabled candidates who score at least 2 on all person specifications an interview.

We accept written and video application formats

Sometimes written applications are not the most suitable way for a person to effectively apply for a job. If that's you, this alternative means you're not excluded.

We clearly explain what we expect to see demonstrated and evidenced in an application

There's too much of "It's not what you know, it's who you know" that dictates success in the world, so all our applicants are assessed against the same criteria and without bias or favouritism. We provide a detailed recruitment pack and application form and explain specifically what we need you to reference and demonstrate in your application e.g. *with reference to the job description and person specification*

Image Description: Picture shows 1 member of Mortal Fools staff smiling outside during an event.





Image Description: Picture shows 1 member of Ensemble Young Company presenting to a room full of business professionals during a Mortal Fools advocacy event.

We assess all applications anonymously against the same criteria

We want to have as equitable a recruitment process as possible. Your application is anonymised when it arrives, by someone not involved in shortlisting (including removing the names of any educational establishments attended). The applications are assessed using a numeric scoring system, based on how well you have demonstrated the qualities listed in the person specification.

The scoring system is:

- 0 = no evidence
- 1 = little evidence
- 2 = some evidence
- 3 = strong evidence

We reply to everyone who applies, providing all applicants with concise, personalised feedback

We respect that it's taken you time and effort to submit a job application. In recognition of the time spent applying to us, we make sure to give our time in return by giving you a personalised response.

We provide interview questions in advance to support preparation

For those jobs where having the ability to think on the spot is a requirement, we'll ask some direct questions in our interviews. For all other situations, we want you to be enabled to give responses that are considered and that present what you want to say in a way that you're happy with. Knowing what you're going to be asked is even more important for supporting neurodivergent people appropriately.

We provide expenses to attend interviews

We can't pay everyone for the time they've taken applying to us, but we can recognise that it does take time with this small recompense.

We provide detailed feedback to all interviewed unsuccessful candidates

You've put in all that time and effort to applying to work with us. There's likely been some stress and some disappointment. Even though you weren't offered a job, we want to support your learning and development and be transparent about why you weren't the fit for the role we were looking for.

WHY WORK AT MORTAL FOOLS

Mortal Fools Candidate Pack

We want everyone who works with us to feel that they belong at Mortal Fools and that their efforts and skills are appreciated and valued.

Pay Rates and Core Benefits:

- We pay higher salaries than regional norm in cultural businesses, with salaries reviewed at least annually
- Accreditation as a Living Wage Employer, meaning all staff earn at least an externally determined national living wage
- Above statutory holiday allowance: 33 days per annum, including bank and public holidays (pro rata)
- Above statutory employer pension contribution of 4%, with employee contribution of 4%
- Office equipment allowance
- Wellbeing support

Working Patterns and Operations:

- Flexible working hours, enabling staff to strike a balance between hours that suit the needs of their wider lives with the needs of the organisation, and work responsively in the day-to-day and minimise presenteeism.
- The ability to take discretionary personal days to deal with life's unexpected moments
- Flexible working locations, two offices in key operational areas and the option to work a proportion of hours from home
- Company closure weeks, where everyone takes time off to rest simultaneously, minimising the need to 'catch up' after time off
- Regularly scheduled whole company team meetings to keep everyone informed of what's happening in the wider company, outside of their specific area of work
- Encouraging different forms of meetings e.g., walking meetings or change of location and facilitating meetings to be inclusive of needs and preferences

Image Description: Picture shows 2 members of Mortal Fools Youth Theatre Ashington on stage during their rehearsal of Fools Fest 23 at YMCA Northumberland.



Working Environment:

- We have designated “Quiet” and “Noisy” offices at our main base in Ashington to suit introvert and extrovert preferences, together with access to further quiet-working, breakout and meeting spaces
- We provide ergonomic equipment for all workstations in the offices, and (where funding allows) additional equipment and support for setting up suitable workspaces when staff are working from home
- Free tea, coffee, drinks and snacks are usually available in each office base

Wellbeing Support Fund:

This discretionary fund is designed to provide bespoke, time-limited intervention support for individuals to work on / improve health or wellbeing issues which are proven to be negatively affecting them at work.

We are hosting a Co-Working Morning on 18th April, 10am-1pm at YMCA Northumberland – prospective candidates are very welcome to attend and is an opportunity to chat to Team Mortal Fools.

[You can sign up to this co-working morning by clicking here.](#)



Training Opportunities:

There is an annual budget to cover paid-for staff training and development. This is offered alongside internal training to support the personal and professional development of staff members including, but not limited to:

- Regular external and internal training & CPD (e.g. artistic, safeguarding, first aid, anti-racism)
- Free access to our open CONNECT training sessions
- Professional development training and attendance at learning and networking events, where appropriate within staff roles
- Specialist training in practices to support wellbeing e.g., Cultivating Resilience and Mental Health First Aid

Social Time:

We organise a combination of compulsory (fully funded by the company) and optional social activities (usually at least part-funded) for staff, throughout the year including:

- Away Days
- Social Activities like trips to the beach, to see shows, meals out
- After-work activities

Image Description: Picture shows a small audience watching 1 member of Mortal Fools Youth Theatre performing during a sharing event at YMCA Northumberland.

Professional Development:

- One-to-one feedback and mentoring
- Peer-to-peer support
- An environment where they are able to bring ideas, enthusiasm and talents to fruition
- The chance to work with a cross-sector network of national partners, expanding their professional networks and experience
- Training by external providers to meet their personal development goals relevant to this post
- A safe, supportive, inclusive, and fun company culture
- Opportunities to help shape the growth and development plans of the wider company





Image Description: Picture shows a member of *The Bigger Picture* film crew's hands holding a clapper board mid filming.

Please make sure you read this pack carefully, before completing your application.

If you have any questions, please check the FAQs listed on our [Work With Us](#) page before getting in touch directly.

If you'd like to request this application pack in a different format or want to feedback on anything connected to accessibility and inclusion – email our named accessibility contact:

Rachel.Horton@mortalfoolsorg.uk

If you'd like to chat about this role ahead of putting in an application, you can request an informal phone call or zoom with us by emailing:

admin@mortalfools.org.uk

If you have any questions about the role, your application or this recruitment pack, feel free to drop admin@mortalfools.org.uk an email or give us a call **0191 580 1250**

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@mortalfoolsUK

www.mortalfools.org.uk