

# Working for Kidz Klub

## Loving Others and Ourselves well



**Welcome! As a valued employee, you are front and centre of this policy. We hope it contains everything you need to navigate how to look after yourself well during your time at Kidz Klub**

### Our Culture



## What Our Team Says

Research exploring the experience of working at Kidz Klub was carried out with staff during the Summer of 24. This discovered that 'love' dominated the top three themes and was mentioned by 100% of those interviewed. Love for each other, love for the children and their families, love for the community, and love for the volunteers.

**“We love one another, can go to anyone and we all want the best for each other”**

Other comments from 2024 staff surveys included:

“They support work life balance well.”

“Flexibility to work from home where needed.”

“ Supportive team with a culture of kindness and love.”

“My workload is adjusted when needed.”

“An extremely supportive culture, leadership team and colleagues. There is a culture of encouragement and a flexible approach to working rhythms and practices.

“The support by other team members is really helpful so I don't feel I'm carrying the workload on my own. ”

“There is a lot of encouragement and recognition of the part I play in the whole process. I feel very much appreciated and valued by all the team.”

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## Our Benefits

In 2023 Charity Job surveyed over 1400 charity Job candidates about what was important to them as a working benefit.

The top findings are below:

1. 33 or more days paid annual leave (including bank holidays) - 71%
2. Flexible working hours - 67%
3. Remote working options - 66 %
4. Training and development opportunities -44%

5. Option of a 4 day week on full pay 27%
6. Health insurance or medical insurance -23%
7. Mental Health or wellbeing support - 20%
8. Clear progression pathway - 20%
9. Above statutory sick pay -18%
10. Enhanced pension -16%

In this document, we will give details of how we measure up against these benefits and more. We hope you will find it useful.

All quotes in this document are given by Kidz Klub staff members in a number of anonymised 2024 surveys

### [Annual Leave](#)



At Kidz Klub we do work hard, but we also rest well.

With a standard **38 days paid annual leave** (7.6 weeks including bank holidays for full time staff/pro rata of this for part time ) plus additional days for length of service, there is plenty of time to enjoy leisure time.

**“Lots of holidays help my wellbeing too”**

NB UK entitles employees to 5.6 weeks paid leave per year. We are proud to be offering a whole 2 weeks more than this (before the additional benefits of mission and retreat time below.) All paid leave is pro rata for part time employees and sessional staff members.

### [Regular staff training and prayer/ wellbeing days](#)

As a team we prioritise time together to train, pray and listen to God.

We break 6 times per year for a full day to be together as a staff team, either as a training day, some well being time or prayer and worship ( often all the above). These days are prioritised above workload and are not compromised.

We also start every day in prayer together, thanking God for the previous day and praying for each other and all that is needed this day. Our team find this time helpful and supportive and good start to the day from a wellbeing point of view.

### [Paid Mission time](#)

All non sessional staff can request up to one week ( pro rata) of paid time to take part in a mission trip. This should be agreed by the Leadership Team and must not be taken at a time which would not affect Kidz Klub activities.

### [Paid Retreat time](#)



At Kidz Klub we value the importance of individual time for retreat and reflection with God. This is part of our wider rhythm of prayer, reflection and reliance upon God. Many roles are entitled to one paid day per term ( for full time staff or pro rata of this for part time ) to spend in prayer/reflective retreat. This must be booked in advance with your line manager and again should not impact Kidz Klub activities for the children. Please ask your line manager for our paid retreat time policy for more details.

### [Leiu Time](#)

Although Kidz Klub contracts say you should work as many hours as is needed to get the job done, in practice this is rarely enforced without reward. Should you need to work any significant extra hours for any reason, we can usually offer the flexibility to **bank agreed lieu time** as additional annual leave. This gives you even more time off to relax. Toil can be taken on any time worked in excess of 30 + mins per day of overtime. This is standard TOIL practice. Please see our TOIL policy for further details.

NB if you are a frontline worker, or your role supports these activities, annual leave should usually be taken in school holidays when activities do not take place - there are exceptions to this rule for certain front line workers so that families support does not stop for our families over the school holidays.

## **Work Life Balance**

**At Kidz Klub we know how important this is for your wellbeing.**

### [Flexible working](#)

We try to do everything we can to be flexible when you need it, as long as this doesn't compromise effectively working together as a team, getting the job done or supporting the children we work with. It is so important that we are there consistently for the children as this is one of our values.

Our staff team comment on how flexible we are, how supportive we are during tough times, and how much more understanding we are than other places they have worked.

Of course we follow all the statutory practice for flexible working but where we can, we always go above and beyond in this, as we know that you are our most valuable assets and if we look after you well, you will be much more productive in the long run.

**"They support work life balance well. Lots of flexibility for health issues and appointments and family duties."**



### [Remote working options](#)

For many of our roles, we offer the opportunity for home working for at least part of your working week. Obviously this is not possible or practical for every role, and experience has shown that there is benefit to being in the office for a good proportion of your working week. This is what we have seen to work best and is the general model which we work to. But where it doesn't compromise the work getting done we are very happy for you to request partial remote working, and we will support this wherever we can. Please see our remote working policy for more details.

**"I have flexibility to work from home when needed"**

NB Working from home will usually not be possible during your probation period as we have learnt that being in the office is so important to help learn our culture and build relationships.



### [4 day working week](#)

Again, some of our team find it supports their wellbeing to compress their hours over 4 days of the week and have a longer weekend.

We are very happy to consider this for all roles as long as it doesn't compromise the role and the children's contact time.

### [Regular rest breaks \(and free drinks/snacks\)](#)

If you work more than 6 hours you will always be entitled to a half hour break. These breaks (usually for lunch) are unpaid, but you are also entitled to regular breaks to make yourself a drink and and snacks. These shorter comfort breaks are paid, and our Coffee, Tea, Juice and snacks are free to all staff and volunteers.



### [Evening and weekend work](#)

There is a reality in working on the frontline with children which means evening work is a necessary part of some roles. We can't see the children if not. But as a regular rhythm of work, the majority of our roles will not be expected to work any more than 3 evenings per week. Our shifts also do not include regular weekend work.

\*NB an evening shift is anything after 6pm, anything before 6pm is classed as a day shift.

Nobody will be expected to work after 10pm or before 7am, and there should always be at least an 11hr break between shifts.

There may be occasions where another evening or a weekend day is necessary - ie if we have a training event, a Saturday trip, weekend camp or a Sunday church presentation, but these will be pre-agreed well in advance and there will usually be opportunity to move your week around to make this work well for you.

It is important to be aware that some members of the team choose to do extra voluntary work which may involve weekends or evenings, on top of their contracted hours. This is welcome and celebrated, though never expected and no member of Kidz Klub should be made to feel guilty for either doing this, or not doing it.

## **Support when you need it**



### [Change of circumstances](#)

Your normal working pattern will be agreed at time of your job offer and if your family circumstances change, we are very happy to discuss the changing things either on a temporary basis, or more long term - we would always rather retain good people ( although this will not always be possible depending on the nature of the role/ if we have other opportunities available at the time).

### [Sickness pay](#)



Our contracts state that we follow statutory rules for sickness pay, but wherever funding allows we again aim to exceed this. Certainly in the last 10 years every one of our staff has received full pay for sickness if they have been off for 2 weeks or less. We cannot promise this will always be the case as all our income is based on funding, but we can promise that we look at every situation with compassion and will do as much as we can to support our greatest assets (you!) wherever we can.

Our team often comment on how well supported they have been in times of sickness and how they felt loved and valued throughout.

“The support I received when I was off sick was so valuable to me and my family. It can be such a worrying time and having pressure from work can be an extra burden. There was no pressure at Kidz Klub, just genuine care and a desire to support me to transition back in well; it felt genuine not contrived like in other places I'd worked. ”

### [Mental health and wellbeing support](#)



We are always here to offer a listening ear and support you when times are tough. Our team are very good at looking after one another well in this, and will often support each other well in both work and personal situations.

“The support by other team members is really helpful so I don't feel I'm carrying the workload on my own”

“They support me when I'm struggling”

For those staff members who work in situations that may result in them witnessing traumatic events or situations we offer regular supervision, and access to appropriate counselling.

### [Employee Assistance Programme and health insurance](#)



Your health is a vital part of Kidz Klub's success, and so we want to help you access services that can benefit your wellbeing. The Employee Assistance Programme (EAP) service is provided through AXA Health and includes:

- Unlimited video or telephone consultations through the AXA Doctor at Hand service. You can speak to a GP 24/7 or an Advanced Clinical Practitioner between 8am - 10pm. Subject to appointment availability.
- 24/7 health support line. When you want to speak to someone about a health issue - whether it's about medication, a recent diagnosis or upcoming surgery, you'll have access to AXA experienced healthcare professionals on their 24/7 health support line.
- Mental health support. 24 hr phone support for psychological issues plus up to 8 sessions of face to face counselling per issue, when clinically appropriate. Available to members aged 18 and over.
- Muscles, bone & joints support. Telephone consultations with a physiotherapist for advice on muscle, bone or joint pain. Available to members aged 18 and over.
- 24/7 support for cancer and heart. Specialist cancer and heart nurses are available 9:00 - 17:00, Monday to Friday. Outside these hours experienced nurses and counsellors provide round the clock support by phone.
- Access to special member offers such as discounted gym membership. Everyone covered by the AXA Health plan can get 40% off individual monthly memberships at Nuffield Health fitness and wellbeing centres. Or, if visiting a gym isn't an option, they can get 40% off their 24/7 online memberships. Alternatively, they can also get 40% off a Huddle multi-gym Monthly+ pass. Available to members aged 18 and over.
- Access to discounted health assessments. Everyone covered by the plan can access 25% off health assessments at Nuffield Health. Available to members aged 18 and over.

### [Enhanced Mental Health insurance](#)

Subject to meeting underwriting criteria. Our Health insurance also offers enhanced Mental Health cover, with access to clinical psychologists, specialist consultants and much more. Please speak to your line manager if this is something you feel you would like to explore.

### **Other benefits**

#### [Pension contributions](#)

For those that are eligible for our pension scheme, Kidz Klub will contribute 7% of your pensionable pay per month into your pension fund when you contribute only 2% - allowing you to save for your future retirement and leisure plans.



We hope nobody would need to use this, but once part of this pension scheme, you would also be eligible to receive a death in service payment for your family.

Should you pass away during the time you are working for Kidz Klub. This payment is equivalent to once whatever your annual pensionable salary is (ie your annual salary at the time minus whatever the pensionable threshold is - currently £6240 per annum)

#### [Training and development opportunities](#)



At Kidz Klub we are always interested in supporting your training and development. You will receive regular one to ones with your line manager, on the job coaching, and internal and external training. This will keep your knowledge current and support your ongoing development within your role. We are also interested in promoting from within the organisation wherever is possible. Several of our current staff team have progressed into management roles internally and where possible this will always be our preference.

#### [West Yorkshire Playhouse Community membership](#)

Allowing access to reduced prices for you and your family on a number of wonderful theatre performances per year.

#### [Free city centre parking](#)

If you are a driver, you can park for free when you are working at our site in the city centre.

### [Support for parents](#)

We recognise that those parents with little ones can sometimes find it hard to explain why they are taking lots of other children on wonderful trips but they cannot always do the same for them too. Wherever a staff member may be doing lots of trips which impact on their time with own children, we try and allow additional places for the children of our staff members/family to join - even if this is only once per year. Examples of when this may be possible is at panto or theatre trips

