

Job Description

Job Title: Community Programme Administrator / Receptionist

Salary: £26,000 per annum on a PAYE basis

Working Hours: This is a full time position. The post holder will need to embrace a degree of flexible working with core hours to be agreed with your line-manager. This will include evening and weekend work where needed.

Holiday: The post holder is entitled to 20 annual days holiday plus 8 days bank holidays.

Contract: This is a fixed term two year contract with the potential for extension by mutual agreement.

Location: Cardiff

About NoFit State

NoFit State is the UK's leading large-scale contemporary circus company, producing professional touring productions and a wide variety of community, training and education projects for people of all ages. Over the past ten years NoFit State's touring productions have visited 19 different countries, played to audiences of more than 1.6 million, been critically acclaimed and won numerous prestigious international awards. NoFit State's Community Programme is well established and its strong community development ethos and close partnership work in East Cardiff sees the delivery of a large scale, co-created circus and creative arts programme which includes outdoor events.

The Community Programme

The NoFit State Community Programme delivers:

- paid-for community circus classes in our main building, Four Elms,
- free-to-access community circus and creative participation activities and events, in partner venues and outdoor spaces across the communities of Splott, Adamsdown and Tremorfa,
- professional development opportunities for trainers and artists and provision of space for professional training.

Covid-19 brought the sharpest possible focus to the wide range of structural inequalities throughout society and the extent to which so many people from so many communities are excluded and silenced within and by the cultural sector.

In response, we rebuilt, re-imaged, re-structured our community priorities – with renewed focus on developing a truly inclusive and co-created programme that celebrates the creativity within all communities of identity and situation and can genuinely transform and empower.

We support the Square Mile Partnership; a powerful group of community organisations, artists and activists, which includes statutory services. The partnership continues to grow, as we co-design a creative community participatory programme that meets people in parks, local venues and on their streets, removing as many barriers to arts participation as possible and reclaiming public and open space through medium- to large-scale outdoor events.

NoFit is impassioned about local residents feeling part of the community with Four Elms being an inclusive space for our community members to build connections and contribute to what is important to them.

Context for recruitment

NoFit State's business plan focuses on the three cross-cutting themes:

- creative development
- community development
- sector development

All roles within in the company are focussed on contributing to these aims.

As we enter this exciting new phase of the company's development we are re-structuring and strengthening our core team. This role is designed to support the Community Programme's work, engaging directly with its contributors and beneficiaries, enabling us to expand our capacity to develop and deliver participatory creative circus projects within our local communities.

The role

To support the Community Programme with general administration, utilising ICT systems, keeping and analysing high quality data and financial information, including HR admin, maintaining policies and procedures, and 'front of house' delivery with the reception team.

Main Responsibilities

- Providing administrative support to the community programme team including arranging and taking minutes for meetings, supporting event management and marketing, and social media communications.
- Effectively use ICT to ensure high quality administrative systems, communication, scheduling, diary and records management.

- Collecting data, maintaining financial tracking systems, reporting on income and expenditure, managing mailing lists and maintaining and monitoring evaluation systems,
- Being a key point of knowledge and communication, sending out information, providing updates, collecting feedback between teaching team, community members, volunteers and community programme staff
- Maintaining HR records for the teaching team, providing policy inductions for the team, verifying DBS checks and handling payroll data.
- Being part of the reception team, ensuring the building is warm, welcoming, safe, inclusive, clean and tidy to the community we interact with. Taking bookings for classes, space hire and tour box office using Spektrix database and being one of the company's designated first aiders and fire marshalls Applicant will need to demonstrate the ability to deal with competing demands and an ability to prioritise tasks.

This list is not exhaustive and may be subject to changes made by your line manager following discussions at either your appraisal or other appropriate meeting.

Person Specification

- You enjoy administrative work; this is your work experience and career focus
- You are an organised, methodical person who enjoys attention to details and has efficient and effective administration skills including experience of using and maintaining ICT systems
- You are a people person who embodies qualities representative of our truly inclusive culture valuing fairness, respect, equality, diversity and engagement and enjoy being part of a diverse and dynamic team of people.
- You are able to work independently, carry the responsibility of key administrative tasks and understand how your role contributes to the team and the programme's priorities.
- You are proactive, able to work with multiple demands and prioritise work.
- You have strong problem solving skills, are able to use your initiative and have the ability to meet challenges and deadlines
- You have a positive and friendly attitude and enjoy working with diverse groups of people
- You are adaptable and flexible and have a strong desire to grow and learn.
- You are able to work in a busy, loud and stimulating environment.
- You are a team player and, when required, able to do physical tasks to ensure a smooth running and well functioning space, eg light cleaning and maintenance duties.

Essential skills, qualities and experience
Confident using computers and a range of IT systems including Microsoft packages
Good Excel skills Able to accurately record financial information, maintain financial systems and generate reports Have a good understanding of budgets
Strong written and spoken communication skills in English
Confident dealing with diverse groups of the public and able to demonstrate exceptional customer care
Able to effectively communicate with diverse groups of people via a wide range of methods, eg. face to face, telephone, email, messages, socials
High standards of literacy and numeracy
Able to work in a focused and concentrated manner with keen attention to detail and a high degree of accuracy
Able to meet deadlines and work under pressure over several projects or strands of work simultaneously
Hard-working, reliable, conscientious, punctual, honest

Desirable skills, qualities and experience
Knowledge and use of – Teams and Share Point Social media; instagram, facebook, TikTok Database and/or CRM systems Box office software Adobe InDesign
Excellent/advanced Excel skills.

Professional experience of using and maintaining financial systems
Understands and familiar working with project and grant funding
Ability to speak and write Welsh fluently and confidently. Ability to speak and write other community languages, eg Arabic, Kurdish, Polish, etc.
Qualified First Aider
Able to understand and use or communicate data and information effectively
Previous experience of minuting meetings

Position in the company

- The Community Programme Administrator is line managed by the Reception and Facilities Manager.
- You will work administratively across all areas of the Community Programme's activity and directly with the Community Programme team and the reception team.
- You will work collaboratively with all members of the core team, including a close working relationship with the Company Administrator

Training

The post holder may require training in a range of software programmes, in particular Spektrix, and training will be provided where necessary in any area

Role Overview

This is a full-time role, based on 40 hours per week, following the successful completion of a six-month probation period. The post holder will be employed on a PAYE basis and based in the company's main Cardiff office, Four Elms.

The role is office-based. Evening working in Four Elms will be required with the necessity of evening and occasional Sundays.

NoFit State is a Living Wage employer and complies with all employment legislation and statutory requirements as a minimum standard from which to build.

Recruitment Process

Key dates

Closing date for applications: 10am, Wednesday 26 February 2025

Interviews: Week commencing 3 March 2025

Indicative start date: As soon as possible

Accessibility is at the heart of our ethos and is reflected in our approach to recruitment.

If you feel you have the ability to do this role, but you don't tick every box on the person specification, or you believe you would need some additional training or support to fully succeed, we would still love to hear from you. We are committed to hiring the best person for the job based on ability and potential - and can offer professional development and support in this role.

Disabled, D/deaf and/or neurodivergent people, those from Global Majority backgrounds and people under 30 are currently under-represented in our team so we particularly encourage applications from people in these groups.

Please let us know if you need us to make any adjustments during the application or recruitment process and we'll be happy to support you. Contact Lizzy Ferguson on lizzy@nofitstate.org.

How to apply

Please complete the application form and equal opportunities monitoring form. You can also send us your CV, if you wish, though decisions will be based on the main application.

Please send applications to jobs@nofitstate.org

Or post them to Lizzy Ferguson,
NoFit State Circus,
Four Elms Road
Cardiff CF24 1LE

Applicants must be eligible to work in the UK.