

**Job Title:** Receptionist / Administrator

**Reporting to:** Team Manager

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**NoFit State is the UK's largest touring contemporary circus company. Every year the company engages with 120,000 - 150,000 people of all ages and backgrounds from across Wales, the UK and the world.**

NoFit State is a dynamic creative organisation that thrives on challenge and is constantly seeking to learn and improve in all areas of everything that we do. We are inspired by the extraordinary things that ordinary people can achieve and celebrate the communal strength that comes from the traditional circus touring life.

Our vision:

- We will create extraordinary work
- We will inspire loyalty and passion
- We will change people's lives
- We will tread lightly on the earth
- We will be a truly sustainable organisation
- We will be an integral part of a vibrant and dynamic sector

Rooted in Wales, NoFit State Circus delivers:

- Medium and large scale professional productions that tour across the UK and internationally
- An extensive participatory community and learning programme in our main base, Four Elms, in Cardiff and across South Wales
- A professional development programme to support the transition from community participation to professional training and from professional training to employment

## Purpose of the role

**To strengthen our core organisation we are looking to recruit a new member of staff. This role will support the work of NoFit State, maintain a strong and effective core infrastructure and help manage our company facilities.**

Reception is one of the most important roles with the company. All reception staff have an absolute responsibility to ensure that their behavior reflects the company's core values: friendly; open; inclusive; reliable; trustworthy.

The company's core administrative team support all aspects of the company's work, from our community participatory programme to our touring productions.

The core staff are based in our main community training facility and administrative base, Four Elms, Four Elms Road, Cardiff. The new post holder will join the existing team members. The role and responsibilities as described below will be divided

between the different team members based on experience and relevant expertise.

Four Elms is currently operational between:

Mon – Fri	10am – 10pm	Occasional Saturdays
Sunday	10pm – 5pm	

The reception team work a shift system to facilitate these hours.

**Evening and weekend work is required of all team members**, as is a degree of flexibility.

## Key Responsibilities

**To support the development of a strong and vibrant circus community in Cardiff.**

### 1 To be the public face of the company

Giving a warm and friendly welcome for everyone who comes into our main Cardiff base.

Answering the telephone and responding to email enquiries in a friendly, polite and professional manner, responding accurately and promptly and passing on messages.

### 2 Four Elms

Ensuring the building is clean, warm, and always supplied with consumables (toilet paper and soap etc), noting and arranging all maintenance and repairs promptly and cost effectively and managing the cleaning rotas.

Maintaining the security and safety systems within the building and locking up the building at the end of the night.

### 3 First Aid

Being the designated First Aider when on shift. Completing accident and incident reports relating to the Four Elms programme, and passing them on to the company Health and Safety Officer and the Community Programme Manager. Maintaining first aid and welfare supplies.

### 4 The Community Programme

Supporting the Community Programme through:

- practical help in workshops and community events
- channeling feedback from participants and learners
- providing attendance and financial reports on the community classes programme
- informing the Programme Administrator of any late and unplanned changes to the teaching rota and (in emergency) organising appropriate teaching cover from the approved list

Booking participants into classes, taking payment, maintaining attendance lists, medical and ICE forms.

Providing all new building users with a building induction and guided tour.

Taking bookings for and managing private lessons, space hires, birthday parties.

## 5 Administrative support

Providing administrative support to the Community Programme and additional office, box office and tour support as required.

Maintaining accurate financial records for the community classes programme, daily cashing up, and providing the Finance Officer with necessary paperwork.

Maintaining all office and administrative supplies (paper / envelopes etc) and ensuring that all administrative resources (printers / copiers / franking machines, etc) are always in good working order and have all necessary supplies.

## Person specification

You are a strong people-person who enjoys meeting new people and understanding their interests and passions.

You are very well organised. You enjoy solving problems and making things work smoothly and well. You take pride in your work and want to learn new skills. You are friendly, hard-working, reliable, conscientious, punctual, honest.

You are good at multi-tasking, enjoy being busy and stay calm under pressure.

You enjoy being part of a strong team and helping others to succeed, are self-motivated and comfortable working on your own.

You are reliable and trustworthy.

At certain times of the day the Receptionist is the only member of the core team in the building. You have the confidence to answer questions, respond to the unexpected, and support the teaching team and building users when your line manager is not there.

Essential skills and experience	Desirable skills and experience
A high standard of literacy and numeracy	Good academic qualifications or comparable experience  Ability to speak, read and write Welsh to a high standard

Computer literate (word, excel) and open to learning new systems	Knowledge of Spektrix, other box office or CRM databases, Sage Line 50
Confident dealing with the public and customer care	Experience of supporting public facing programmes and buildings within the arts
Taking payments both online and face to face	A driver with own car
	Qualified First Aider

## Additional Information

The position is full time, based on 40 hours per week, for a 7 month contract which includes an initial three-month probation period. The post holder will be employed on a PAYE basis and based in the company's main Cardiff office, Four Elms.

NoFit State strives to be an Equal Opportunities employer and welcomes applications from all sections of the community.

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

Pay - £11.00 per hour.

## Recruitment Process

### Key dates

Closing date for applications: 10am, Friday 17 March 2023

Interviews: Week commencing 20 March 2023

Indicative start date: Immediate/As soon as possible

To apply please fill in the application form, the equalities monitoring form and send these with a short letter explaining why you would like to join our Reception team to: [jobs@nofitstate.org](mailto:jobs@nofitstate.org)

Or post them to Receptionist Application  
NoFit State Circus  
Four Elms Road  
Cardiff CF24 1LE



Applicants must be eligible to work in the UK.

**NoFit State, Four Elms, Four Elms Road. Cardiff. CF24 1LE Wales**

**+44 (0)2920 221330**

**[www.nofitstate.org](http://www.nofitstate.org)**

NoFit State Community Circus: Registered Charity Number 1102850 / Registered Company Number 3180348

NoFit State Circus Trading: Registered Company Number 06072806