

Job Title: Receptionist

Reporting to: Reception and Facilities Manager

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 support the work of NoFit State, deliver excellent customer service, 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, which includes Reception, supports 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 – 8pm Monday
- 10am – 10pm Tuesday/Wednesday
- 10am – 8.30pm Thursday
- 10am – 6pm Friday
- Saturday Occasional, for specific projects/hires, agreed in advance
- Sunday 10am – 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, and maintaining an inclusive and safe environment for all of our community.

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

Handling box office enquiries and tickets sales.

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 Community programme, and passing them on to the Reception & Facilities Manager, and Health and Safety Officer.

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/Reception & Facilities Manager of any late and unplanned changes to the teaching rota and (in emergency) organising appropriate teaching cover from an 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, etc.

5 Administrative support

Providing administrative support to the Community Programme and box office, and additional 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, toner, etc) and ensuring that all administrative resources (printers, copiers, etc) are always in good working order and have all necessary supplies.

This job description is not exhaustive and the post holder will be expected to undertake other reasonable tasks and ad-hoc duties as required.

Person specification

You are a strong people-person who enjoys meeting new people and understanding their interests and passions. You treat everyone with dignity and respect.

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, trustworthy and 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.

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

A high standard of literacy and numeracy

Computer literate (Outlook, Word, Excel) and open to learning new systems

Confident dealing with the public and customer care

Taking payments both online and face to face

Desirable skills and experience

Good academic qualifications or comparable experience

Ability to speak, read and write Welsh to a high standard

Ability to speak another language

Knowledge of Spektrix, other box office or CRM databases

Experience of supporting public facing programmes and buildings within the arts

Qualified First Aider

Additional Information

The position is permanent and part-time, based on an average of 28 hours per week, following an initial three-month probation period.

Salary - £12.60 per hour

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.

Applicants must be eligible to work in the UK.

Recruitment Process

Key dates

Closing date for applications: 10am, Tuesday 17 June 2025

Interviews: Week commencing 23 June 2025

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

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