

Job Title: Receptionist

Reporting to: Team 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

This role supports all aspects of the company's work, from our community participatory programme to our touring productions, and helps manage the company's facilities.

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

The core staff are based in our main community training facility and administrative base, Four Elms, in Cardiff. The new post holder will join the existing team members.

Four Elms is currently operational between:

Mon – Fri	10am – 10pm	Occasional Saturdays
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, with evening and weekend shifts requiring lone working.

This is an on-site role, and remote or hybrid working is not available.

Key Responsibilities

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

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 and messages in a timely, friendly, polite and professional manner, responding accurately and promptly and passing on messages.

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, unlocking and opening up and locking up the building at the end of the night. Follow health and safety, safeguarding, lone-working and emergency procedures.

Maintaining and updating programme bookings, ensuring accurate records are kept, and provide administrative support for attendance monitoring and class bookings.

Supporting the wider team during busy periods, events and changes to programme schedules.

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 team manager. Maintaining first aid and welfare supplies.

Box Office

Reception have vital a role to play within Box Office, when the Big Top and our shows are on tour. Reception are the first point of contact for customers during these periods and responsible for providing information on showtimes, seating arrangements, pricing, and availability.

Assisting customers with ticket sales or reservations for specific groups or individuals.

Accurately and sensitively collecting information on access requirements, accurately recording and passing information on before the relevant performance.

Supporting the Community Programme

Informing relevant team members of any late and unplanned changes to the teaching rota and (in emergency) organising appropriate teaching cover from the approved list.

Communicating changes to classes, cancellations or timetable updates to customers.

Supporting trainers and programme staff with attendance and booking information, passing on relevant information to trainers that will inform health and safety measures or their teaching methods.

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. Booking Inductions relating to equipment usage with the relevant team members.

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

Administrative support

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

Maintain accurate records of class capacity and availability.

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, laminators, etc) are always in good working order and have all necessary supplies.

Undertake any other reasonable duties appropriate to the role.

Person specification

- You are a strong people-person who enjoys meeting new people and understanding their interests and passions.
- You are very well organized and able to manage a dynamic working environment with multiple tasks and priorities. 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 recognise the importance of the role in delivering an exceptional experience and contributing to the company's success
- 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.
- Box office duties run alongside the everyday duties of reception during the periods of tour. You have the ability to be organized, professional, and able to multitask in a busy environment. Strong communication skills, attention to detail, and a customer-focused attitude are essential.

Essential skills and experience	Desirable skills and experience
Confident dealing with the public and customer care	Experience of supporting public-facing programmes, events and/or venues within the arts
Able to communicate in a professional and friendly manner, with our community, customers, colleagues and stakeholders	Relevant academic qualifications or equivalent practical experience
Confident taking payments through face to face, phone and online sales	Box office or customer service experience
Competent in the use of Microsoft Office applications, including Outlook, Word and Excel and willing to learn new systems	Knowledge of Spektrix, other box office or CRM databases, Sage Line 50
Strong organisational and time-management skills, with the ability to	Ability to speak and/or read and/or write Welsh

prioritise workloads and demands, and perform effectively under pressure	
A high standard of literacy and numeracy	
Able to dynamically respond to customers and tasks; a problem-solver with a can-do, positive attitude.	Qualified First Aider

Additional Information

The position is available as either **full-time**, based on 40 hours per week, or as two **part-time**, 20 hours per week.

Pay: £14.10 per hour

Holiday: based on 20 days plus 8 bank holidays per year pro rata

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.

Recruitment Process

Key dates

Closing date for applications: 10am, Wednesday 11 November 2026

Interviews: Week commencing 16 November

Indicative start date: 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

Applicants must be eligible to work in the UK.

The successful applicant will be subject to a DBS check.