

## **Job Description**

**Job Title:** Reception and Facilities Manager

**Salary:** £30,000 – 35,000 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, and 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 permanent role with a 6 month probationary period.

**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 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
- A professional development programme to support the transition from community participation to professional training and from professional training to employment

As an international touring company rooted in a bi-lingual nation NoFit State is a multi-lingual and multi-cultural company that celebrates linguistic and cultural diversity.

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.

## **The Community Programme**

The NoFit State Community Programme delivers:

- community circus classes in our main building, Four Elms.
- a wide variety of participatory projects for people of all ages and abilities.
- professional development opportunities for trainers and artists and provision of space for professional training.

Post-Covid, the programme has refocused on inclusivity and community engagement, emphasising partnerships and new working methods. It continues to develop a truly inclusive and co-created programme that celebrates the creativity within all communities of identity and situation and can genuinely transform and empower.

## **The role**

As the first point of contact, the **Reception and Facilities Manager** plays a pivotal role in ensuring the smooth and efficient operation of our community-centred building and representing NoFit State more widely.

This proactive leader, with excellent organisational and interpersonal skills,

- is capable of managing multiple priorities and fostering a positive culture in the workplace.
- is responsible for day to day running of our busy building and classes programme, overseeing the reception area and building, managing a small administrative team, and maintaining the facilities to provide a safe, welcoming, and productive environment for staff and our visitors.
- takes an active role in our **Community Team**, keeping up to date with the current projects and contributing to their progress and outcome.
- has an eye to maximise the potential of our spaces, cleverly utilising our resources to meet the diverse needs of our community.

## **Main Responsibilities**

### **Reception**

Ensure Reception is professionally managed and maintains a warm and welcoming atmosphere for all visitors and staff.

Greet visitors, answer and follow up enquiries, handle incoming calls, emails, and correspondence efficiently, and/or direct them appropriately ensuring that messages are relayed promptly and accurately.

Use CRM system to manage classes bookings, and Box Office duties for ticket sales, customer tracking and answering queries.

Manage visitor/customer logs and records, ensuring security and confidentiality, inducting new users and hirers to the space.

### **Team Management**

Lead and manage a small Reception team, their rota and workload, providing guidance, support, and performance feedback, with team meetings to share updates and address any challenges or concerns.

Identify training needs and opportunities for team members, and assist in recruitment, onboarding, and training of team members as needed, continued management of development and records.

### **Facilities Management**

Proactively manage the maintenance, servicing and repair of our facilities, ensuring that they are safe, clean, well-maintained and accessible, coordinating contractors for maintenance and repairs.

Ensure compliance with health and safety regulations, conduct regular safety inspections, ensuring best practice.

Responsible to develop and implement emergency response and evacuation plans.

Oversee and order office and first aid supplies and equipment, and any other items as required.

Review facilities spend to provide cost-effective solutions while ensuring high-quality standards and identifying cost-savings.

### **Other duties**

- Be a key point of knowledge and communication, sending out information, providing updates, collecting feedback.
- Be principal keyholder, opening and closing building
- Fire safety; responsible for building's fire systems, keeping records of fire alarm tests and act as Fire Warden.
- First Aider; be a trained first aider, ensure all accidents are documented and report any significant accidents or concerns to the line manager, follow up incidents.
- Manage security and evacuation procedures, act as point of contact in an emergency.
- Support hires, events and their management, eg. workshops, parties, corporate arrangements, gigs, at Four Elms and elsewhere
- Work in line with our Environmental Policy
- Manage waste management
- Collect data, maintaining financial records and budget information, reporting on income and expenditure, and monitoring systems.

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 are confident in managing, scheduling and leading a team.
- You are an organised and methodical person who has efficient and effective administration skills.
- You are a people person and enjoy being part of a diverse and dynamic team of people.
- You have excellent communication skills and adapt comfortably to those around you.
- You are able to work independently and understand how your role contributes to the team and wider company.
- You are proactive, able to work with multiple demands and prioritise work.
- You enjoy solving problems, using your initiative and meeting challenges.
- You have a positive attitude.
- 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 don't mind getting your hands dirty when required and are able to support the team with physical tasks.
- You have empathy and understanding of diverse community needs and perspectives, and a commitment to NoFit State's mission and values

<b>Essential skills, qualities and experience</b>
Experience of managing and scheduling a team
Experience of facilities and/or office management
Computer literate and confident using range of IT packages, including Microsoft packages
Good Excel skills. Able to record financial information and generate reports.
Experience of managing a budget
Strong written and spoken communication skills in English
Confident dealing with the public and customer care
Able to effectively communicate via a wide range of methods, eg. face to face, telephone, email, messages
High standards of literacy and numeracy
Meticulous attention to detail and accuracy
Strong analytical and problem-solving skills, ability to address issues proactively and creatively
Able to work in a focused and concentrated manner
Able to meet deadlines and work under pressure over several projects or strands of work simultaneously
Hard-working, reliable, conscientious, punctual, honest

<b>Desirable skills, qualities and experience</b>
Experience of FOH Management and/or Box Office in a busy venue
Experience in circus, arts, events or rigging organisation/environment
Maintenance records
Knowledge and use of – Database and/or CRM systems Box office software
Excellent/advanced Excel skills. Professional experience of organising and maintaining administrative systems
Ability to speak and write Welsh fluently and confidently
Qualified First Aider
Safeguarding Officer and/or knowledge
Able to understand and use or communicate data and information effectively
Previous experience of written records eg; incident reports, minuting meetings
Able to lift and move equipment and office supplies.
Driving licence



## Position in the company

The Reception and Facilities Manager

- is line managed by the Executive Director
- manages the small Reception team,
- works as part of the Community Programme team
- works collaboratively with all members of the core team.

## Training

The post holder may require training in a range areas, for example Spektrix and/or safeguarding, and training will be provided where necessary.

## 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. The building is open every day and operates between 9am and 10pm Monday - Thursday, and 10am – 6pm Friday - Sunday. **Evening and weekend will be required.**

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, Friday 30 August 2024

Interviews: Week commencing 9 September

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 Black, Asian and Ethnically Diverse 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](mailto: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](mailto: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.