

## **Job Description**

**Job Title:** Programme and Facilities Coordinator

**Reports to:** Operations Manager

**Member of:** Operations Department

**Per Hour:** £13.72

**Terms and conditions:** **1-year scheduled hour contract, weekend and evening work.**  
There is the possibility of approximately 10 hours available each week, with the offer of more for the right candidate.

### **About National Centre for Circus Arts**

The National Centre for Circus Arts is a registered charity and one of Europe's leading providers of circus arts training. For the past 30 years we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

The National Centre is an independent Higher Education Provider recently registered with the Office for Students having previously been a core member of the Conservatoire for Dance and Drama. Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high quality work that can tour regionally and nationally. Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form.

### **ROLE PROFILE**

The Programme and Facilities Coordinator will be the first point of contact to the NCCA, providing a welcoming, supportive and efficient approach to all of our activities. An exciting and varied role, this position may one day be greeting visitors to the building and dealing with enquires face-to-face or online, and the next day be ensuring the smooth running of our programmes by supporting our teaching staff, responding to their requests for equipment, helping with participants, or upholding and communicating our policies and procedures.

This is a busy environment and a hands-on role, applicants need to be experienced and confident in dealing with a range of ages and user groups. You will be able to manage priorities during busy times, and be proactive in identifying tasks during quieter periods. We are looking for someone who is responsive, energetic and interested in arts education and lifelong learning.

### **RESPONSIBILITIES**

- Welcome all visitors to the building, and general reception administration, including making bookings, triaging enquiries, and updating our customer database.

- Supporting the work of the Operations Department, such as a commitment to Health & Safety in all its practical applications as well as being a duty First Aider, following appropriate training.
- During class time, you will be the main point of contact for staff, teachers and participants, working with our Safeguarding and H&S policies and processes to ensure all activities run safely and smoothly.
- Supporting the work of the Recreational and Learning & Participation teams, by assisting in managing administration tasks including sourcing teaching cover for classes, supporting users with rebooking processes, or communicating teachers or organisational needs.
- On occasion, you will support hosting our 'Experience Days' with newcomers to the circus world, and help with bespoke events and workshops that are held throughout the year.
- Undertake other duties as may be reasonably requested, such as acting in a supervisory capacity in the absence of the Deputy Manager or Teaching Assistants.

## **PERSON SPECIFICATION**

### **Experience**

#### *Essential*

- Experience of working in a customer-facing role, such as Front of House/customer service/reception.
- Excellent interpersonal skills with an ability to communicate to a wide range of people.
- Excellent organisational skills and the ability to work well under pressure in a busy work environment.
- An understanding of issues around keeping young and vulnerable people safe from harm.

### **Skills**

- A good level of IT competency including experience of Microsoft Office 365 and database software.
- The ability and the confidence to communicate clearly, accurately and effectively on the telephone, in person and through emails.
- Excellent inter-personal skills, and the ability to be tactful, diplomatic, approachable, helpful and understanding.
- The ability to work on own initiative, organising work and time effectively, and to be able to assess priorities.

### **Personal attributes**

- A commitment to providing excellent customer service.
- Interest in the performing arts sector.