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**Team Administrator with Reception duties**

**A bit about us**

Circusful, formerly Belfast Community Circus School, was founded in 1985 and is Ireland’s premier circus arts organisation. Every week we run classes for around 400 children, young people and adults in our headquarters in Belfast’s Cathedral Quarter, which is the first and only fully equipped, purpose-built circus arts centre on the island.

We also run a ground-breaking social circus programme which means we can introduce circus to a variety of communities within and outside Belfast including care-experienced young people, people with learning disabilities and young people living in areas that are still impacted by the legacy of the troubles.

Our classes and social circus work also involves putting on shows and events and our sister organisation, Festival of Fools, delivers the largest circus and outdoor arts festival in the north of Ireland, with over 70 performances taking place on the streets of Belfast City Centre and Cathedral Quarter every May.

We also have a close relationship with Premiere Circus, a performance agency who provide the best in street theatre, walkabout and performance for a huge range of events. Premiere Circus donate their profits to Circusful and many of their performers deliver our classes and social circus programme.

It’s important to us that the people who love us have been part of that journey and continue to be part of that journey as we:

* build on the past 40 years
* understand the now, and
* propel ourselves into the future

**Our Vision**

A 21st Century where streets, hearts and minds are filled with the wonder and colour of circus

**Our Mission**

We support people to surprise themselves through circus. We meet them where they are, have fun and build a community together

**The purpose of this role is to:**

* Provide excellent customer service to our circus family as first point of contact in reception
* Ensure a high-quality approach to administration and reporting across all areas of our work
* Manage and develop processes, systems and relationships that help to maintain and improve the quality and security of our data including personal information, financial processes and contracts

**Key facts:**

* **Reports to:** This role is line managed by the Head of Programmes, Pathways and Participation
* **Hours per week**: 30 hours
* **Salary:** £21978 pro-rata
* **Holidays:** Pro-rata 25 days per annum, plus 11 bank/public holidays
* **Contract Term:** Permanent, subject to funding. There will be a six-month probation period
* **How this role is funded:** Through various funding sources
* **Place of work:** This role will be office based in Gordon Street, Belfast

**Job Description**

**Specific duties and responsibilities**

**Administration**

* Act as the main point of contact on reception – answering the telephone, dealing with post and responding to general enquiries
* Act as an administrator on our Salesforce CRM system (database), working to ensure all members of the team can input and have access to high quality information, data and evidence
* Work with the Head of Programmes, Pathways and Participation and other team members to confirm the schedule of classes, hire, training and other activities taking place in our Gordon Street and other venues as required
* Take responsibility for ensuring all office environments are maintained to a high standard by the whole team

**Classes Enrolment and Monitoring**

* Act as first point of contact for parents/carer looking to enrol Children & Young People in classes
* Ensure accurate recording of details with special attention paid to additional needs and requirements
* Ensure current and prospective participants are treated with care and needs are met
* Read and monitor classes evaluations and act as first point of contact for trainers and parents alongside Head of Programmes, Pathways and Participation in case of any queries
* Arrange classes progression for participants between age groups and in year changes

**Monitoring and reporting**

* Maintain accurate records of attendance for our in-house circus classes
* Collate and summarise survey/monitoring data for Circusful, Festival of Fools and Premiere Circus
* Update our information on the Government Funding Database, ACNI’s application portal and other funders’ online application and reporting systems
* Work closely with senior managers and the CEO to report on performance and impact across our organisations

**Finance**

* Take and process payments/class contributions from parents, visitors, audience members and trainers

**Across all work areas/other duties**

* Identify opportunities for improvement relating to our administration, reporting and customer service systems and processes
* Participate fully in team meetings, gatherings, away days and events
* Identify and complete relevant training opportunities
* Act as a key holder and maintain accurate records relating to reception, health and safety, GDPR and other legal requirements
* Support delivery of special projects, such as community performances, exchanges etc with contracting, Salesforce records etc
* Any other duties as requested

**Who you’re likely to be working with**

Our relationships with each other and all the people we work with are essential to everything we do. We’ve thought carefully about how to deliver our strategy and identified the following roles that this role will work with more often:

* CEO
* Head of Programmes, Pathways and Participation
* Programmes and Development Manager
* Finance Officer

**Person Specification**

You might thrive in this role if:

* You enjoy improving how you and others do things, so they make sense and give customers a great experience. We’ll be improving a lot of our systems and processes over the next 12 months and this role will play an important part in helping us improve
* You’re a completer-finisher
* You’re curious about your work and seek out new ways to gather information and are happy to take the initiative

**Essential skills and strengths**

If you have these skills and strengths, you are more likely to enjoy the day to day demands of this role:

* Excellent communication skills (written and oral)
* Highly organised and takes pride in work

Reliable

Good time management

Can do attitude

Attention to detail

* Good team player

**Essential understanding/experience:**

Being able to draw on the following experience will be essential to you in this role:

* Experience of responding to enquiries from a range of stakeholders
* Experience of working under pressure in a busy office environment using own initiative
* Experience of collating information and presenting it to others in a simple form
* Experience of using Microsoft Office and other PC based computer software/databases etc.
* Experience of using Salesforce or comparable CRM system

**Desirable:**

If you also have the following skills and experience, you will do well from the very beginning:

* Understanding of the charity sector and/or arts organisations
* Experience of tracking data and monitoring project delivery
* Experience of working in an arts charity or youth organisation
* Experience of claiming Gift Aid/dealing with other charitable giving/fundraising

**How to apply:**

Please email a copy of your CV with a cover letter, outlining how your skills and experiences meet the Person Specification requirements, to [catherine@circusful.org](mailto:catherine@circusful.org) by Friday 2nd May at 5pm. For any queries, please call Catherine in confidence, on 07538 646 745. Interviews will be held week commencing May 12th.