

Job Description – Administrator/Receptionist

Last updated: August 2023

Job Title:

Administrator/Receptionist

Organisation:

Wellington Circus Trust, trading as The Circus Hub

Reports to:

General Manager

Role:

The Administrator/Receptionist supports the General Manager in the day-to-day running of the circus space, with a particular focus on customer service, managing bookings and enquiries, liaising with the team of trainers, maintaining class schedules and programmes.

Position:

The position is a permanent 0.4 full time equivalent (16 hours per week). Preferred work hours are from Monday to Thursday, from 4pm and 8pm.

Key Responsibilities	Deliverables/Outcomes
<p>ADMINISTRATION</p>	<ul style="list-style-type: none"> • Welcome students and visitors at the Circus Hub • Answer queries and manage bookings through the website, booking system, email, phone, and social media platforms. • Log classes and maintain the booking system and store. • Manage venue and group bookings including schools, youth groups, corporate groups, and birthday parties. • Manage invoicing and reconciliation for workshops and groups. • Liaise with trainers for bookings and schedule changes. • Monitor and report on sales and students' feedback to General manager. • Update the information available on the website. • General office duties.

THE CIRCUS HUB

RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none">• Develop and maintain good relationship with trainers and other staff• Support the General Manager to develop and maintain strong working relationships with relevant external organisations
MARKETING	<ul style="list-style-type: none">• Implement sales, communication and social media strategies and report to the General Manager.• Assist with the design of promotional material as required.
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none">• Review and improve systems, processes, policies and procedures to ensure efficiency and effectiveness of administrative functioning and the health and safety of everyone.

Key Attributes:

- The ability to be adaptable, to work independently and as part of a small collaborative team,
- Excellent verbal communication skills,
- Knowledge of and experience with Excel, Google docs, OneDrive and Gmail,
- Excellent computer skills and the ability to learn new systems,
- Numeric literacy,
- Attention to detail and accuracy,
- A commitment to robust, transparent and timely communication,
- Ability to deal with large and varied workloads,
- A professional and friendly phone manner and presence,
- A positive outlook and sense of humour,
- Problem-solving.

Desirable Attributes:

- Experience of Xero,
- Experience of Glofox or similar online booking management system,
- Experience in circus or other performing arts.