



RECEPTIONIST/ ADMINISTRATOR

JOB PACK

wacarts.co.uk/vacancies **Wac Arts**
recruitment@wacarts.co.uk



Dear Applicant,

The Receptionist/Administrator position plays a key role in Front of House Team at Wac Arts, undertaking a mixture of administration, customer service and practical tasks. The postholder will work closely with other receptionists and Building Services' Assistants, providing front of house/reception duties.

For more than 45-years, Wac Arts has delivered an accessible Arts Programme engaging an estimated 30,000 children and young people. We are experts in working with those from diverse backgrounds, bringing together young participants with different abilities, genders, ethnicities, cultures, religions and lived experience to take part and learn together. Continuing to build on its success, the charity is now looking forward to an exciting future with the ambition to continue to build its affordable arts programme.

The role is offered on a permanent, part-time basis and requires some weekend and evening work. You must be passionate about the work we do and able to connect with young creative people.

We would particularly welcome candidates from the global majority who could provide the team the diversity in thoughts, lived experiences and skillsets that match the diverse community Wac Arts serves across London.

This pack contains further information about Wac Arts and the role. If you would like to have an informal chat about this opportunity, or have any queries, please feel free to contact us on recruitment@wacarts.co.uk.

We look forward to receiving your application.

Kind regards,

Ann Main
Director - HR & Administration



ABOUT THE ROLE

KEY RESPONSIBILITIES

The following is an overview of the role. It is not an exhaustive list.

ADMINISTRATION

- Assisting in coordinating the recruitment and admission process.
- Communication with participants, parents, and carers, on administrative matters.
- Preparing and maintaining accurate records, including registers and emergency contact details.
- Liaising with leads in programmes and participants, helping schedule and arrange logistics (such as registration, preparing materials and equipment required) and collating evaluations for the various programmes.
- Updating and tracking systems accurately and consistently: requesting, and collating documents and information submitted by various internal and external stakeholders including WA staff, sessional tutors, tenants and clients.
- Helping with day-to-day bookkeeping requirements.
- Supporting, from time to time, additional initiatives.
- Ad hoc administrative tasks.
- Monitoring Mailboxes.





ABOUT THE ROLE

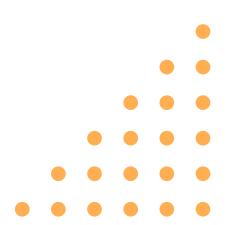
KEY RESPONSIBILITIES

RECEPTION

- To provide a first point of contact for all visitors and incoming calls to ensure that they are dealt with in a timely and professional manner.
- To ensure that all visitors to the building are signed in appropriately, ensuring the safety and security of staff, participants, and other building partners.
- Assist the Events and Venue Management team as required - communicating with potential hirers; recording incoming enquiries for room hires and bookings, advising on availability; creating potential pencil bookings as appropriate and/or generating contracts.
- To ensure the reception area has relevant information / literature available and is clean, free from clutter and well presented at all times.
- To develop an understanding of any IT and administration systems necessary to do the job.
- Maintaining databases.
- Supporting main reception, including support of weekend delivery

GENERAL

- Provide excellent customer service to all users of the building.
- Promote the values of Wac Arts, at all times.
- To comply with all Wac Arts policies and procedures, including Health and Safety, Safeguarding and Equality and Diversity.
- Any other duties which may be required.





ABOUT THE ROLE

JOB DESCRIPTION

Job Title:	Receptionist/Administrator
Salary:	£13.85 per hour (LLW)
Contract:	Permanent part-time
Hours:	Varied weekly hours including weekends and evenings.
Report to:	Senior Administrator (Programmes)
Location:	Wac Arts, 213 Haverstock Hill, London NW3 4QP

PERSON SPECIFICATION

Candidates must have a clear understanding of and commitment to the aims of the Charity. Candidates will ideally possess and be able to demonstrate all or most of the following:

ESSENTIAL SKILLS AND ATTRIBUTES

- IT literate, including Word, Excel, PowerPoint, and Outlook.
- Willingness to learn new skills, including new IT platforms skills, for example Yes Plan; Salesforce.
- Naturally helpful, pro-active and have an ability to remain calm under pressure.
- Excellent communication skills.
- Polite and friendly telephone manner.





ABOUT THE ROLE

- Able to relate well to people of all ages, including young people and elderly.
- Ability to prioritise in a busy environment, managing time effectively to deliver tasks to deadlines.
- Flexibility to work within a growing environment, and eager to learn more as the role progresses.

The role requires an enhanced DBS clearance which we will arrange for the successful candidate.

The duties and responsibilities described are not a comprehensive list and may change, or additional tasks within the scope of work may be assigned at any time with or without notice, as necessitated by business demands.





HOW TO APPLY

Wac Arts are committed to the equal treatment of all current and prospective employees, starting with our application process.

We have implemented an anonymised shortlisting process. All applications must be submitted via our **online application form**. Your application will then be anonymised for the screening stage.

You are unable to save the application as you work, so we recommend you prepare answers to the questions in advance. You can access a copy of the application questions from our **website**.

We also accept audio recordings (MP3 file) or a video application of up to 3-4 minutes (MP4). If you prefer to apply using one of these formats, please contact us at recruitment@wacarts.co.uk for assistance.

Application deadline: End of day **Sunday 8th February 2026**.

Interviews will be held the week commencing **9th February 2026**.

Please Note: *We will evaluate applications as they come in, and interview candidates on a rolling basis. We may offer the role prior to the closing date, reserving the right to close this advertisement early. We encourage interested individuals to submit their applications promptly.*

If you would like a version of this pack in an alternative format (e.g. large text), please feel free to contact us and we will do what we can to support your request. Please call 020 7692 5800 or email recruitment@wacarts.co.uk using the subject heading "Receptionist/Administrator".





HOW TO APPLY

EQUALITY

As an equal opportunities employer, Wac Arts is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy or maternity, race or ethnicity, religion or belief, gender identity, marriage or civil partnership.

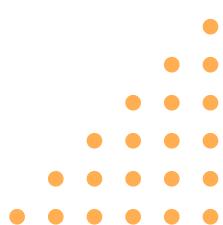
We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Wac Arts. We are looking for interest from people who reflect the diversity of London and the communities we serve.

At Wac Arts we strive to be a leader in diversity and inclusion. Reducing inequality is the cornerstone of our mission. It is vital that we understand the diversity of our own organisation accurately and at all levels.

As such, we would like to ask you to complete the optional form [**here**](#).

DBS STATUS

The successful applicant will be required to undertake a Disclosure and Barring Service (DBS) Enhanced Disclosure and appointment to this post is subject to Wac Arts being in receipt of a satisfactory DBS Disclosure, under section 115 of the Police Act 1997. We will arrange this for the successful candidate.





ABOUT WAC ARTS

MISSION

Nurture children and young people's creativity through the arts.

VISION

- An organisation that is nationally recognised for its expertise in providing accessible arts provision, and for playing a significant role in the creative journey of children and young people.
- An organisation for, by and with communities to engage, enhance and elevate youth arts.

PURPOSE

To provide access to arts for children and young people, particularly those who are experiencing barriers to participation.

GOALS 2024-2027

- Continue to provide an affordable arts programme for children and young people, irrespective of their background or abilities.
- Further develop the young company offering in place as part of the arts programme.
- Continue to provide Continuing Professional Development opportunities for teachers, young artist practitioners and those who engage with children and young people in the arts.
- As custodians, manage the upkeep of the Old Town Hall building as a community asset.
- Continually develop an organisational culture that promotes the charity's values and principles of inclusion, collaboration, and staff development.
- Be a financially resilient and sustainable organisation.