



## JOB DESCRIPTION

**JOB TITLE:** Receptionist/Administrator  
**SALARY:** £13.85 per hour  
**DURATION:** Permanent part-time  
**HOURS:** Varied weekly hours include weekends and evenings.  
**REPORTS TO:** Senior Administrator (Programmes)

**CONTEXT:** Wac Arts offers performing arts and media workshops for young people in the evenings and at weekends in the Old Town Hall, Belsize Park. The Old Town Hall is a 7 day/week operation. The Receptionists are an integral part of the team at Wac Arts, responsible for assisting the building's many diverse users.

In addition, we have strong partnerships with a number of companies who rent office space from us.

We also hire out our space for rehearsals and events.

## JOB SUMMARY

The Receptionist/Administrator role is varied with a mixture of administration, customer service and practical tasks, undertaking &/or problem solving any issue(s) that may arise, to keep the reception area running smoothly, and help back of office efficiency, at all times.

They will work closely with other receptionists and Building Services' Assistants, providing front of house/reception duties while supporting the Head of Administration as required. This is a small team so there is a need to be flexible about sharing tasks and helping colleagues when necessary.

*Following is an overview of the role but not exhaustive.*

### Administration

- Assist 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, help 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.
- Monitor Mailboxes.

### **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.
- Maintain 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.

### **PERSON SPECIFICATION**

- 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.
- 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.

To apply, please visit our website, [www.wacarts.co.uk](http://www.wacarts.co.uk), and complete the online application form.

Applications close: Sunday 8<sup>th</sup> February 2026. Ideal starting date - as soon as possible.

**Please Note:** *We will review applications as they are received and may offer the role prior to the closing date, reserving the right to close this advertisement early so please apply ASAP so as not to miss out.*