

We're **recruiting**

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Administration Officer

Job Title: Administration Officer

Company: Denbighshire Leisure Ltd

Service Area: Ruthin Craft Centre

Reports to: Business & Operational Support Officer, Ruthin Craft Centre

Salary Grade: 4 £24,790 - £25,992

Closing date: Friday 15th August, 2025

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Job Description

Job Purpose:

To provide effective administration and support for Ruthin Craft Centre operations, helping to ensure the smooth running of the Centre, in line with Centre policies, goals and priorities, communicating with and supporting other Centre staff, as needed.

To co-ordinate and maintain accurate and up-to-date systems and records of transactions and correspondence, so that those are accessible for Centre management use.

To be the initial contact for external enquiries and correspondence, and to coordinate information, correspondence and transactions relating to Centre operations

About Ruthin Craft Centre:

Ruthin Craft Centre has undergone significant transformation, enhancing its exhibitions, educational programmes, and public facilities, including galleries, an education space, artists' studios, a visitor block, and a retail area. Recognised as Wales' premier applied arts centre, it offers a world-class programme of Applied Art exhibitions, supported by the Arts Council of Wales, Amgueddfa Cymru / Museum Wales and Crafts Council. The Centre also contributes to the Applied Arts field through education, conferences, publications, national events and Welsh Government supported projects such as CELF – the national contemporary art gallery for Wales project. A quality retail space features work by selected artists and designers, available for public purchase.

Principal Accountabilities and Responsibilities

- The Ruthin Craft Centre team member primarily responsible for administrative matters within the operational remit of the Director and Business & Operational Support Officer. Duties include:
- Co-ordinating Centre information – correspondence, telephone enquiries, parcel shipments, orders and invoices, and mailings, communicating with and supporting other Centre staff as needed.
- Acting as Ruthin Craft Centre point of contact, dealing with reception and external enquiries and facilities matter.
- Timely processing of orders, invoices and payments, and liaising with other staff as needed, in line with DLL's financial requirements.
- Maintaining accurate and up-to-date and accessible records, for all financial transactions, administrative matters, and all contacts, within established processes.

- With the prior agreement of the Director or Business & Operational Support Officer, placing orders for Centre supplies and services.
- Inputting approved, updated information to the RCC online presence, in liaison with the Education Officer & Business & Operational Support Officer.
- Co-ordinating the diary of the Director, and setting up meetings and travel arrangements for the Director, by prior agreement.
- Assisting the Director's and Business & Operational Support Officers preparation of reports and documents, as and when required

Person Specification

Knowledge, Skills, Training and Experience

It is **essential** the postholder has:

- Prior administrative experience in a busy, customer-facing environment
- Experience of co-ordinating meetings and diary management
- Experience of working with financial systems (eg, processing orders, invoices, records, etc)
- 5 GCSEs or equivalent, including English and Maths GCSE or equivalent
- Excellent all round IT skills, in particular word processing, spreadsheets and databases
- A thorough understanding of administrative procedures
- Good understanding of customer care
- Highly organised, with the ability to plan and prioritise delivery of own agreed workload
- Strong team player, who can sustain own work on a self-starter basis
- Flexibility in the face of constantly changing priorities and workloads
- Excellent communicator face to face, in writing, telephone and email
- Diplomatic, and always respects and maintains confidentiality
- Pragmatic and supportive team player.
- Empathy with Welsh language and culture.

It is **desirable** the postholder has:

- NVQ level 3 or equivalent in Administration or similar field and an Office based IT Qualification.
- Experience of coordination work and project based administrative work in a cultural or arts organisation.
- Ability to communicate in Welsh.

Special Working Conditions:

- This is a 37 hour per week position, but flexibility with core working hours is essential.
- The role requires the ability to work under pressure, meet tight deadlines, and manage tasks independently.

About Us

Denbighshire Leisure Ltd. is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd. are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

Our Values



Ambition & Growth

Excellence & Resilience



Trust & Integrity

Pride & Passion





THANK YOU for YOUR interest

For more information please contact:

Joe Jubb, Business & Operational Support Officer, Ruthin Craft Centre
01824 704774 or joe.jubb@denbighshireleisure.co.uk

We will shortlist for interview once the vacancy has closed, and if you have been selected for interview, you will receive an email with the details. Please ensure you check your junk/spam folders.

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