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| **Job Title** | Music Schools Receptionist |
| **Reports to** | Music Schools Manager |

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| **Job Purpose** |
| The Music Schools Receptionist will welcome and assist visitors to the Music Schools, ensuring appropriate security and safeguarding procedures are observed in all instances. They will also be first point of contact for all students, helping them with timetable and lesson queries and will assist the administration staff with the smooth running of the Music Schools by performing many varied administrative duties. The Music Schools Receptionist will also provide general assistance to the teaching and non-teaching staff in the department. |

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| **Key Tasks and Responsibilities**   * Greeting and supervising visitors to the Music Schools; * Acting as the first point of contact for students with queries relating to music lessons & timetables; * Answering and dealing with telephone enquiries; * Maintaining a database of expected visitors to the department; * Booking performance and rehearsal spaces for teachers and boys; * Taking in and distributing post and deliveries for the department; * Keeping notice boards and signage up to date and relevant; * Assist with ordering of music, practice books, etc. for staff and students; * Checking and distributing music orders on arrival; * Ordering office supplies & provisions; * Photocopying & clerical work as needed and requested; * Regular checks on the tidiness of rehearsal spaces and staff common room; * Maintaining general tidiness and security of the building and locking up when necessary; * Coordinating the weekly testing of the Fire Alarms (on Sundays); * Raising maintenance and repair work requests with Buildings Department; * Any other tasks as reasonably requested by the Precentor or Music Schools Manager. |
| **Skills and Competencies**  To be successful in this role, you will need to be able to demonstrate the following:   * Excellent communications skills, both written and verbal, with the ability to communicate to a wide range of different individuals and flex your style accordingly; * Demonstrable experience in a similar role, or a role with similar skillsets required; * Demonstrable proficiency in IT, and comfort using the Microsoft Office suite of applications, particularly Excel; * The ability to juggle competing tasks, to organise your time and to prioritise effectively so nothing slips through the cracks; * A highly personable and empathetic manner; * A commitment to the safeguarding and welfare of all students.   In addition to your experience, you may enjoy this role if you possess:   * A love of music and level of general musical knowledge; * Flexibility, a ‘can-do’ attitude, and the desire to work within a fast paced role with quickly changing priorities; * Excellent team-working skills which embody proactivity, enthusiasm and a hands-on approach.  |  | | --- | | **Working Pattern** | | * The working hours of this role will normally be approximately 30 hours per week with a mix of morning and afternoon shifts. These shifts will usually be worked over 5 days per week and this will include at least one shift on a weekend per week. Exactly how these hours are worked will be by mutual agreement with the Music Schools Manager and a shift pattern will be given to the successful candidate. * This role works 32 weeks per year during term time only. * On top of these working weeks, the post holder is entitled to 5.6 weeks paid holiday, meaning they will be paid for 37.6 weeks in total. The remaining 14.4 weeks are considered unpaid leave. * You are required to take your annual leave during non-term periods. * If a bank holiday falls during term time this is considered a normal working day, and you will receive a day’s holiday in lieu. | |