

The Conservatoire

RECEPTIONIST (PART-TIME)

Introduction

The Conservatoire is seeking an enthusiastic individual with outstanding interpersonal skills to fulfil the role of part-time Receptionist.

The Receptionist is the first point of contact for the general public attending classes at The Conservatoire, and the role would therefore suit a person who enjoys dealing with people in a variety of different contexts.

The ability to remain calm under pressure is essential, as is the capacity to focus on multiple tasks at once, prioritising accordingly.

The Receptionist reports directly to the Head of Operations, who manages all operational aspects of the buildings and leads on the administrative functions of this vibrant and unique community arts centre in Blackheath.

This Receptionist's post is part time, and we are looking for someone who can work Monday and Tuesday evenings between 5-9pm during term-time.

The Conservatoire

The Conservatoire is London's oldest purpose built music and art education centre. Established in 1896 and based in Blackheath, London, SE3, The Conservatoire offers a range of music tuition and groups, visual art classes, theatre groups, cultural activities and outreach work.

Founded in 1881, the Blackheath Conservatoire of Music moved to purpose-built premises in 1896. It has operated continuously since our foundation – teaching carried on throughout both world wars – and in 1991 it merged with the Blackheath School of Art to become the Blackheath Conservatoire of Music & the Arts, now known simply as *The Conservatoire*.

The Conservatoire is an open-access, independent specialist arts education centre. It operates as a company limited by guarantee and registered charity, and is governed by a board of directors, who act also as the trustees of the charity. Receiving no core public funding, the Conservatoire pays for all salaries, tutor fees and running expenses through student fees and must therefore be very responsive to the external market. Students are currently aged from 3 months – there is a very well-established Early Years Music programme – to 92 years. About half of the students are adults.

Each week during term about 1,600 students attend regular, weekly classes and a further 450 attend weekend and school holiday courses during the year. Some 80 freelance musicians and artists teach at the Conservatoire. Outreach work to local communities and schools is offered and this area will be the subject of significant expansion in the next few years.

The Conservatoire

Job Title: Receptionist (part-time)
Start Date: February 2012
Employer: The Board of Directors of the Blackheath Conservatoire of Music & the Arts Ltd.
Responsible to: Chief Executive
Line Manager: Head of Operations
Contract: Ongoing
Probation: This post is subject to a probationary period of 3 months
Hours of work: Monday 5-9pm and Tuesday 5-9pm during each week of the term
Rate of pay: £6.08 per hour

SUMMARY

The Receptionist is responsible for the reception desk and for welcoming people to the Reception Office, completing details of students enrolling for courses, and for generally being an informative first point of contact at The Conservatoire.

The Receptionist is also responsible for maintaining various customer databases, conducting mail-outs of promotional materials and providing general administrative support to a small and very busy office team.

JOB DESCRIPTION

1. A positive and enthusiastic presence at the front desk and an informative first point of contact at The Conservatoire's reception desk.
2. Receiving visitors and prospective students and dealing with enquiries from the public, students and tutors in person, on the phone and via e-mail.
3. Providing up to date accurate information about the Conservatoire, in particular course details and distributing promotional materials via large scale mail-outs.
4. Proactively maintaining data capture lists, updating class data sheets, replenishing office stationary supplies and processing archive material.
5. Taking messages for colleagues, ensuring that issues are referred correctly for resolution.
6. Successfully processing enrolments and fee payments in person, online and over the telephone and entering data relating to these payments.
7. Administrating ticketing processes for events promoted by The Conservatoire.
8. Providing general administrative support to the office team, including filing, database and spreadsheet entry and additional tasks as directed by the Head of Operations.
9. The Receptionist is also responsible for a limited role in setting up rooms so that classes can take place, where the Premises Steward may not be available.

Reporting Structure

In the first instance the Receptionist is responsible to the Head of Operations and, ultimately, to the Chief Executive.

Place of Work

The Receptionist will be primarily based onsite at the Conservatoire in Blackheath but may from time to time be asked to assist with Conservatoire activities elsewhere or to work additional hours by agreement with the Head of Operations.

Salary

The hourly rate for this position is £6.08. Payment will be made on the 26th day of each month except where this is a Saturday, Sunday, or Bank Holiday in which case the payment will be made on the previous working day.

HOURS & DAYS OF WORK

Monday 5-9pm and Tuesday 5-9pm alongside occasionally working at Conservatoire events and fulfilling occasional need for covering shifts for the other Receptionists on the team with due notice.

ANNUAL LEAVE

The annual leave entitlement is 15 days for part time employees, which will be taken outside of term time, in addition to the eight statutory public holidays. Leave must be taken with due regard to the efficient operation of the Conservatoire and by agreement with the Chief Executive.

OTHER TERMS AND CONDITIONS

Following the successful completion of the probationary period, it will be required for either party to give one months' notice to terminate this employment.

Any grievance arising from your work at the Conservatoire should in the first instance be discussed with your line manager. If no resolution is achieved, the matter should be referred to the Chief Executive.

It will be required for the post holder to have a current Enhanced Disclosure Notice from the Criminal Records Bureau and that the post holder signs the Conservatoire's Code of Practice for the Protection of Children, Young People and Vulnerable Adults.

Other terms and conditions will be detailed in your written statement of employment terms.

PERSON SPECIFICATION

Essential skills and experience

1. To be an enthusiastic advocate for the work of The Conservatoire and our diverse range of group classes and one to one tuition.
2. A positive and approachable personality in order to successfully engage students, customers and tutors.
3. To communicate effectively with a wide range of people via various methods (in person, the phone, email, online, etc.)
4. To work calmly under pressure within a small team operating in a busy office environment.
5. The ability to work well as part of a team, taking an accountable and conscientious approach and providing support across a range of administrative projects.
6. A meticulous attention to detail when processing information and payments.
7. Significant experience using the Microsoft Office suite, good typing skills and a high level of IT literacy.

Desirable skills and experience

1. Previous administrative experience in an office environment, preferably in a Small to Medium Enterprise (SME) and on a site open to the public.
2. Experience of administering arts organisations and/or events.
3. A general enthusiasm for the arts and the work of The Conservatoire.

APPLICATIONS

To apply for the post of Receptionist, please send your CV and a covering letter of application to:

apply@conservatoire.org.uk

Although we would encourage all applicants to submit applications online, you may also address hard copy applications to: Paul Reed, Head of Operations, The Conservatoire, 19-21 Lee Road, Blackheath, London SE3 9RQ.

In the letter of application, please describe how your background and experience make you a suitable candidate for the post. Your CV should give the names and addresses of two people who are prepared to provide references for you in relation to this post. (General testimonials are not acceptable.) Please note that, given our work with children, you must have (or be prepared to obtain) an Enhanced Disclosure Notice from the Criminal Records Bureau (CRB).

Deadline: All applications must reach us by **12 noon, Wednesday 15 February**.

INTERVIEWS AND START DATE

Please note: We will contact successful candidates by Friday 17 February and interviews will be held at the Conservatoire during the week beginning 20 February. Candidates must be prepared to attend training on Thursday 23 February from 9am-12 noon, with a start date of Monday 27 February.

For an informal discussion about this post or for questions relating to the application, please contact The Conservatoire on info@conservatoire.org.uk or 020 8852 0234.

January 2012