

RADA

Job Description

Job Title:	Visitor Experience Administrator
Reports to (Title):	Visitor Experience Supervisor
Reports to (Name):	Lauren Wing
Bottom Line (Name):	Ben McMath (Venues Manager)
Hours of Work:	37.5 hrs pw, worked on a shift rota. Shift patterns are: Monday-Saturday 08:00-16.30, 14:00-22.30. Occasional Sundays* Hours may vary to building opening hours 7:30-00:30. *Please note Sunday shifts will be paid at an additional 0.5 per hour.
Salary Range	£27,008 (£13.85 per hour)

Prime Function of Role:

The Visitor Experience Administrator is the first point of contact for RADA's diverse visitors, including students, staff, and customers, ensuring the safety and security of all RADA buildings and contents. As part of a team, the Visitor Experience Administrator plays a vital role in welcoming and assisting guests with their enquiries, providing a professional and courteous service, and serving as a central point for information across the academy.

This role also involves providing essential administrative support across RADA's departments, such as managing and responding to emails and phone calls, coordinating schedules and appointments, maintaining records and databases, and assisting with the preparation and distribution of documents and reports. Additionally, the Visitor Experience Administrator will be required to sell tickets for performances, events, workshops, and courses across all sites, together with merchandise.

The role will also have a Roaming function when needed, where they are able to support both the Duty Managers and Visitor Experience Team, wherever necessary.

Attention to detail, punctuality, presentation, visible presence, and excellent customer service skills are key to this role.

Visitor Experience Administrator Accountabilities & Tasks

Main Duties

- **Reception Duties:** Serve as a friendly first point of contact for all staff, students, public, and maintenance workers, ensuring a welcoming and professional reception area.
- **Email and Phone Management:** Handle incoming and outgoing communications, including managing the general enquiries and Box Office inboxes, responding to enquiries, and directing calls to the appropriate departments.
- **Scheduling and Appointments:** Coordinate and manage schedules for meetings, appointments, and events, including booking rooms.
- **Database Management:** Maintain and update records in various databases, ensuring data accuracy and confidentiality.
- **Document Preparation:** Assist in the creation, formatting, and distribution of documents and reports, ensuring they meet specifications.
- **Event Coordination:** Provide administrative support for events, workshops, and performances, including managing ticket sales, preparing event materials, and coordinating logistics.
- **Short Courses Administration:** Assist with the scheduling, registration, and coordination of short courses, including supporting attendance, applications, and enrolment.
- **Student Academic Services:** Provide administrative support for student services, including managing academic records, student bookings, and assisting with student enquiries.
- **Operations Admin Support:** Provide additional administrative support to the acting and technical departments as needed.
- **RADA Business Admin Support:** Provide additional administrative support as needed (note- this would only be if VEA is working at RADA Studios).
- **Visitor Assistance:** Provide essential information and assistance to visitors, answering enquiries and directing them to the appropriate resources or departments.
- **Visitor Experience:** Ensure a professional, welcoming engagement with all RADA stakeholders in a friendly and efficient manner.
- **Inventory Management:** Monitor and manage office supplies and merchandise, ensuring stock levels are maintained.
- **Estates Coordination:** Liaise with maintenance workers to address any facility-related issues, ensuring a safe and functional environment.

- **Team Collaboration:** Work collaboratively with other team members to support the overall operations of the academy.
- **Roaming Function:** The Roaming Function provides flexible support to both Duty Managers (DMs) and Venue & Events Assistants (VEAs) across a range of operational tasks. Responsibilities include, but are not limited to:
 - Assisting with fire evacuation sweeps within designated buildings
 - Acting as a communication link between teams during radio blackouts
 - Moving furniture and setting up spaces for classes and events
 - Providing break cover for team members
 - Supporting and deputising for DMs or VEAs as needed (e.g. when a DM is attending a first aid incident during an ongoing event)
 - Printing and distributing materials
 - Conducting regular building security checks
 - Assisting Front of House with events, particularly in supporting guests with access needs

Security

- Remain vigilant, alert, and attentive at all times whilst on duty. Monitor entrances and greet anyone not immediately recognised, ascertaining the purpose of their visit and dealing politely but firmly with any unsolicited visitors in line with procedures.
- Ensure everyone is wearing RADA lanyards (swipe cards), issue and log them, ensure their return, and report any missing.
- Support the Duty Management Team in completing pre-opening and closing checks, ensuring all fire routes are clear.
- Monitor security and inform the Duty Manager of any issues with security doors, panic alarms, accessible toilet alarms, disabled hoists, etc., ensuring all are reported.
- Sign keys out/in and record in the key log, ensuring keys are returned.
- Ensure visitors/contractors signed in, given a visitor's/contractor's badge and information sheet, and are collected by whoever they are meeting.
- Use radios provided to communicate any issues that require Duty Manager or the Estates Team.
- Ensure all opening and closing checks are completed, signed/initialled and saved.
- Complete incident reports when required, following correct procedures.

- Be a key holder for the building and support the Duty Management Team with unlocking and locking all buildings, in line with procedures.
- Have a strong knowledge of the building layout from an operations perspective.

Health and Safety

- Take a leading role in evacuation procedures, being a Fire Warden, taking part in drills and emergency evacuations, following correct procedures.
- Operate the alarm panels and take any required action; complete checks to ensure that exit routes are clear.
- Ensure all maintenance issues reported are logged following procedures.
- Ensure that Health & Safety, fire, and other procedures are followed to protect RADA's audiences, staff, and property.
- Ensure the desk is clean and tidy at all times. Ensure you are always visible and engage with visitors.
- Health & Safety training will be provided in line with company policy.

General

- Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to the annual staff conference and termly town hall meetings).
- Take on any additional duties and responsibilities which may be reasonably expected within the terms of the contract.
- Demonstrate excellent timekeeping and the ability to work shifts.
- Ensure you read and follow Operations Department SOPs and any policy documents alongside RADA's relevant policies to the department.
- Promote Equality, Diversity, and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
- Comply with GDPR regulations regarding protecting personal data.
- Comply with Health and Safety legislation and ensure you are up to date with RADA's Health and Safety Policy.

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • A-Levels, or equivalent relevant experience. • Qualified First Aider/Fire Warden

Knowledge	<ul style="list-style-type: none"> • Proficient in IT - e.g. Word, Excel and Outlook. 	<ul style="list-style-type: none"> • Knowledge of SharePoint and MS Teams. • Working knowledge of the theatre /entertainment industry and venue receptions. • Knowledge of HE/student systems and process. • Knowledge of MS/Cognito Forms. • Breathe or similar HR System.
Skills/Abilities/Competencies	<ul style="list-style-type: none"> • Excellent written and verbal English. • Clear and articulate communication skills. • Proactive and ability to exercise strong initiative. • Able to follow critical procedures in detail. 	<ul style="list-style-type: none"> • Problem solving.
Experience	<ul style="list-style-type: none"> • Recent Reception and/or Box Office experience. • Administrative Support • Customer Service experience. • Experience of responding to customer requests and complaints. 	<ul style="list-style-type: none"> • Experience of CRM • Experience of Spektrix Box Office system. • Experience of Teams • Dealing with issues around security
Personal Attributes	<ul style="list-style-type: none"> • Excellent organisational skills and attention to detail. • Good communicator logging and sharing information. • Team player. 	