****

**Job Description**

|  |  |
| --- | --- |
| Job Title: | Receptionist |
| Job Holder: |  |
| Reports to (Title): | Customer Operations Supervisor |
| Reports to (Name): |  |
| Responsible for (Title): | N/A |
| Responsible for (Name): | N/A |
| Hours of Work: | An average of 22.5 hours, worked on a shift rota, Monday to Sunday\* normally between 7.30am-12.30am. \*Please note Sunday shifts will be paid at time and a half. |

|  |
| --- |
| **Prime Function of Role:** |
| The first point of contact for many of RADA’s diverse visitor’s with our students, staff, short courses and hires; reception plays an important role in welcoming and directing them appropriately. Maintaining security, telecommunications and radio communications. Ensuring the highest standards of customer service. A point of contact for information and ticket sales for events and courses across all sites. |

|  |
| --- |
| **Main Duties and Responsibilities:** |
| The Front of House team are responsible for welcoming all RADAs students, audiences, customers and visitors. This includes the daily reception service, including student attendance, across RADA as well as theatre front of house and box office for performances and other events.**Reception*** Provide all visitors with a presentable and welcoming reception both in person, on the phone and via email.
* Be aware of all activities taking place across all RADA buildings.
* Take telephone calls, screen and forward appropriately.
* Ensuring the reception area is as presentable and easy to access as possible given the inherent limitations imposed by the need for security and that we are a busy school/theatre with our own on-site workshops.
* Receive and distribute incoming and other deliveries and process outgoing mail.
* Issue keys and keep record.
* Undertake the locking up of the RADA premises when on evening and/ or weekend shifts. This may require lone working.

**Security*** Unlocking buildings especially fire exits and completing pre-opening checks
* Watching entrances and controlling access, directing people to other sites as required.
* Monitoring security doors, callout/co-ordinate callout for security doors/panic alarms/disabled toilets/disabled hoists.
* Signing keys and swipe cards in and out and chasing up/reporting when un-returned or missing.
* Using walkie-talkies to communicate any issues that require Duty Manager or Facilities attention.
* Lockup, looking out for health and safety issues while locking up, security log and lockup report, set security alarm after lockup.

**Health & Safety*** Provide first aid and follow accident-reporting procedures.
* As receptionist being a key person in evacuations; taking part in drills and emergency evacuations according to agreed procedures.
* Handling alarm panels, determining if alarm activations are false and stopping/standing down when so.
* Making sure on a daily basis that exits are clear.
* Managing lift & access bathrooms alarms.

**Students*** Record student attendance & absence in accordance with RADA procedures.
* Preparing sign in sheets and Visitor stickers.
* Inform students of procedures and changes to timetable.
* Refer students to appropriate RADA department if queries arise.

**Box Office*** As directed by Box Office Manager, provide information and sell tickets via the phone, email or in person.
* Issue tickets to audience and deal with issues arising.
* Emailing workshop attendees and providing guest lists of events.
* Cashing up and reconciling the days’ takings.

**General*** Feedback to Operations & Front of House Manager on matters arising including student attendance and security issues.
* Take on any additional duties and responsibilities which may be reasonably expected within the terms of contract.
* Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings).
* 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.

By accepting a role here you are acknowledging a commitment to RADA’s values and mission, and a willingness to contribute to the ongoing development of the same.  |

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Educated up to A-Level standard, or equivalent relevant experience.
 |  |
| **Knowledge** | * Proficient in IT - e.g. Word, Excel and Outlook, databases.
 | * Working knowledge of the theatre /entertainment Industry and venue management.
* Knowledge of HE/student systems and process.
 |
| **Skills/Abilities/****Competencies** | * Excellent written English.
* Articulate and clear communication skills.
* Proactive and ability to exercise strong initiative.
* Able to follow critical procedures in detail.
 | Problem solving. |
| **Experience**  | * Past receptionist experience.
* Customer Service experience.
* Worked in a commercial venue.
* Experience responding to customer requests and complaints.
 | * Experience of CRM and Spektrix Box Office system.
 |
| **Personal Attributes** | * Well presented.
* Good communicator.
* Excellent organisational skills.
* Flexible and dependable.
* Diplomatic and self-confident when dealing with people at all levels.
* Positive and enthusiastic.
* A team player and hardworking.
* Excellent interpersonal skills.
* Friendly and warm approach.
 |  |

Signed by Line Manager:

Date:

Signed by Staff Member:

Date: