

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

RECEPTIONIST & CUSTOMER SERVICES OFFICER FULL TIME & PART TIME, PERMANENT

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RECEPTIONIST & CUSTOMER SERVICES OFFICER

Contract: Full time & Part-time, Permanent

Salary: £23,934 - £26,096 p.a., incl. LWA (pro-rata for the part time role)

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists as well as a wide range of learning, participation and career development opportunities for young and old alike.

The musical theatre department is seeking to appoint two Receptionist/Customer Service Officer. The posts available are one full time and one part-time.

The post operates on a 'shift' basis. The reception desk is open from 08.00 am to 7.00 pm, Monday to Friday and 08.00 am to 3.00 pm on Saturdays and will combine Reception and customer services duties as required.

You will need to demonstrate that you are a 'self-starter', punctual and with a strong team player ethos, and be willing to complete your work to tight deadlines. You will have excellent interpersonal skills whilst maintaining a calm and composed temperament when under pressure. You will be empathetic to staff and students and be able to switch between jobs or tasks quickly and effectively during your shift.

As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender identity and expression, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to the supporting statement, otherwise we will not be able to consider your application.

If you think this might be just the job for you, please register an account with our recruitment system (or login if you have an account) and complete an online application form using the following link <https://jobs.trinitylaban.ac.uk/>

Closing Date: Monday 1st November 2021 at 23:59 hours BST (No Agencies)

Interview Date: Wednesday 10th November 2021

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, People Services and Resourcing Officer on staffrecruitment@trinitylaban.ac.uk.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998

JOB DESCRIPTION

Post:	Receptionist and Customer Services Officer
Department:	Musical Theatre
Reporting to:	Head of Musical Theatre
Grade:	4
Contract:	Full time & Part-time, Permanent

PURPOSE OF ROLE

To provide a proactive, responsive and flexible reception/front of house and customer service, to all students, staff and visitors alike, whilst promoting and enhancing the reputation of Trinity Laban both internally and externally.

RESPONSIBILITIES/HOURS OF WORK

- In all dealings with students, visitors and colleagues, the post-holder has a responsibility to personally uphold the highest standards of behaviour and actions that reflect and support the values of Trinity Laban.
- The post will mainly be based at Laurie Grove in New Cross, south east London though may, on occasion, be required to work at any other site within the Trinity Laban estate.
- Please note that working hours and times may vary from time to time, according to the needs of the Trinity Laban and the tasks at hand.
- The post-holder is required to provide both Reception and administrative duties and to provide similar cover across the Faculties of Music and Dance as and when required.

MAIN DUTIES

Reception

- Operate/answer all incoming calls into the Conservatoire, using the telephone and email system as instructed, and noting down events and visitors into the relevant diary/s
- Forward calls and messages to appropriate TL staff and students as and when requested.
- Proactively assist all students, staff and visitors and callers so that they experience a first class, efficient and effective service.
- Act as the main liaison between Estates and Facilities department and staff/contractors working on the site
- Regularly check main building's facilities and report issues immediately to the estates and facilities department in order to ensure professional work and study spaces
- Postal Service and Dispatch of both internal and external mail
- Advise staff and students of the processes and procedures regarding room booking and usage.
- Liaise with Registry and Administrative personnel in the Faculties to ensure that any proposed changes to existing room bookings do not impact on the Faculty's teaching timetables

- Advise the Room Booking Coordinator (by phone, email etc) where changes to scheduled classes are made which have not received prior authorisation.
- Ensure that the Reception Office and surrounding areas are kept tidy and free of obstructions at all times.

Administrative Duties

- Undertake any other reasonable administrative duties as requested by either the Head of Musical Theatre and/or the Head of Estates and Facilities.
- Be the first port of call for students needing access to vital services such as Student Services, Counselling, Finance, First Aid
- Use the computerised Room Booking System (Celcat) or any other system as provided by TL to operate an efficient and effective service for the checking of booking rooms for individual student practice, teaching requirements, and external or ad hoc events.
- Immediately report instances of non-attendance by pre-booked Faculty of Music and Dance students and staff to the relevant staff (e.g. Room Booking Coordinator).

Health and Safety Responsibilities

- Maintain security by checking and ensuring everyone who enters the building is a student, member of staff or bona fide guest/visitor.
- Act as fire warden for the building and such areas as delegated.
- Act as the first port of call first aider

THE POST HOLDER MUST:

- At all times, be committed to Trinity Laban's Equality and Diversity Policy.
- Promote diversity and equality in artistic repertoire and practices.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
- Promote the profile and image of the D Conservatoire wherever possible.

CONSERVATOIRE VALUES:

All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:

<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>.

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post.

All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

PERSON SPECIFICATION RECEPTIONIST AND CUSTOMER SERVICES OFFICER

Criteria	Specification	E/D	Measured By
Education/Qualifications	First Aid Certificate holder	Desirable	Application and Interview
	Fire Marshall trained	Desirable	Application and Interview
Knowledge & Skills	Proven IT skills with Excel, Outlook, MS Teams and/or Data Base entry and manipulation	Essential	Application and Interview
	Adept at working to immediate / tight deadlines	Essential	Application and Interview
	Excellent oral and written communication skills	Essential	Application and Interview
	Using computerised Room/ Event Booking system(s)	Desirable	Application and Interview
	Understanding or knowledge of musical theatre	Desirable	Application and Interview
	Health and Safety at Work – particularly manual handling and VDU working	Desirable	Application and Interview
Experience	Working as part of a team	Essential	Application and Interview
	Working under pressure to immediate/tight deadlines	Essential	Application and Interview
	Reception and/or Room Booking on computerised systems	Desirable	Application and Interview
	Shift working during normal opening times	Desirable	Application and Interview
	Working within an educational environment	Desirable	Application and Interview
	Reception/Front of house duties	Desirable	Application and Interview letter
Skills and Abilities	Proven IT skills with Excel, Outlook, MS Teams and/or Data Base entry and manipulation	Essential	Application and Interview
	Adept at working to immediate / tight deadlines	Essential	Application and Interview
	Excellent oral and written communication skills	Essential	Application and Interview
	Using computerised Room/ Event Booking system(s)	Desirable	Application and Interview
	Understanding or knowledge of musical theatre	Desirable	Application and Interview
	Health and Safety at Work – particularly manual handling and VDU working	Desirable	Application and Interview
Personal Qualities	Self-motivated and punctual	Desirable	Application and Interview
	A “can do” attitude with a desire to excel	Desirable	Application and Interview
	Sympathetic nature with a firm but fair attitude	Desirable	Application and Interview
	Sensitivity in dealing with people and problems	Desirable	Application and Interview

	Willing to carry and move heavy and awkwardly shaped instruments and equipment	Essential	Application and Interview
	Self-motivated and punctual	Desirable	Application and Interview

Please note that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract:	Full-time & part-time, permanent subject to a 6-month probationary period.
Salary Scale:	The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 4, Incremental Points 11 – 15, £ 23,934- £ 26,096 p.a., (pro-rata for the part time role) inclusive of a London Weighting Allowance of £3,842 p.a., (pro-rata for the part time role). Salaries are paid on the last working day of the month into bank or building society accounts.
Hours:	Shift system - will be discussed directly with the successful candidates.
Location:	Based at the Faculty of Music (King Charles Court, Old Royal Naval College) but each will also be required to work at the Faculty of Dance (Laban Building, Creekside).
Holidays	25 days p.a. (pro rata for the part time role) in addition to Statutory, Bank and Public Holidays. Please note, only full calendar months will count.
Sick Pay:	Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.
Pension Scheme:	The successful candidate will be auto-enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 9.6% of their pensionable salary (from 1 October 2019). The Conservatoire pays the Employer's contribution currently at the rate of 21.1% of pensionable salary.
Staff Development:	A range of Staff Development opportunities are available.
Library:	The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.
Car Parking:	A limited number of parking spaces are available at the Laban Building, subject to availability.
Cafeteria:	Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.
Events:	There is a wide range of music and dance performances each week, many of which are free to members of staff.
Classes:	Reduced rates access to Adult Classes.
Eye Care:	Vouchers for eye tests are available for VDU users.
Health:	Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.
Cycle to Work:	A cycle to work scheme is operated.
Give as you earn	A give as you earn scheme is operated.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk