

Job Description

Job title	Receptionist
Reports to	Reception Manager
Line management for	N/A
Department	Premises
Location	Based at the School's Downside Road site, and occasionally at other relevant locations.
Hours	<p>This is a part-time post, predicated on 15 hours each week. Evening & weekend work will be required.</p> <p>It is anticipated that staff will work 1 in 3 Sundays.</p> <p>The School is open in term time from Sunday to Friday between 8am-9pm. In non-term time, the School is open Monday – Friday between 8am-6pm.</p> <p>There may be some occasional Saturday work – agreed in advance with the post-holder, which will be paid in addition to salary.</p> <p>Bristol Old Vic Theatre School supports flexible working whilst ensuring that the operational needs of the School are met. Term time may involve more intensive working, whilst out of term will be less intensive. The post-holder will be expected to work some statutory bank holidays and these will be added to annual leave entitlement.</p>
Salary	£11.44 per hour, paid by BACS monthly in arrears.
Pension	4% employer and employee contribution after 3 months' service into workplace pension administered by the People's Pension.
Holidays	25 days per holiday year plus bank holidays (pro-rata based on part-time hours).
Benefits	<p>Complimentary tickets to Theatre School productions</p> <p>Invitation to annual screening of students' film work</p> <p>Join alumni masterclasses arranged for current students</p> <p>Parking space on first-come-first-served basis</p> <p>Employee Assistance Programme available to all staff</p> <p>Staff-led groups</p> <p>Supportive and friendly environment</p>
Notice Period	One month following successful completion of probationary period.

Probationary Period	Six months
Please note that you will be required to undergo a full, enhanced DBS disclosure as part of this role.	

Duties and responsibilities	<p>Overall Responsibilities</p> <p>Under the supervision of the Reception Manager, working alongside other Reception staff, to carry out general administrative duties in the effective day to day running of the school.</p> <p>Customer Service and enquiry management</p> <ul style="list-style-type: none"> • Provide a friendly welcome and looking after all visitors as well as helping to establish contact with the School's various departments. • Assisting with agent visits • As the public face of the School, the post-holder will be responsible for promoting the values of the School to potential applicants and their influencers, current students and staff, and to the public. • Act as the primary information point for enquiries about courses and the School. The post-holder will adhere to agreed protocols, fielding and forwarding on queries as necessary and provide a consistently high standard of communication and customer service. • Refer enquiries to the appropriate department in the school • Handling central telephone enquiries by receiving and passing on information swiftly and correctly. • Coordinating application enquiries and forwarding those to the Admissions department. <p>Timetabling/Room Bookings</p> <ul style="list-style-type: none"> • Responsible for all room/studio bookings during the week and out of school hours, ensuring that there are no booking conflicts and updating the diary/booking system. • Liaising with key staff with regard to room allocation and bookings. • Arrange out of hours room hire for external customers. <p>Mail</p> <ul style="list-style-type: none"> • Deal with day-to day mail coming in and out of the school.
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- Coordinating marketing and other mailings.
- Ensuring that the franking machine is fully operational and topped up.

Photocopying

- Responsible for copying and printing and distributing items to relevant parties when required.
- Assisting staff and students with photocopying and printing.
- Identify issues when they occur and help to find a solution.
- Raising any issues regarding photocopiers with the manufacturer

Travel Arrangements

- Be the central point for booking hotels.
- Booking taxis for the School and keeping an updated log of bookings for finance.

Kitchen

- Ensuring that there are adequate staff kitchen supplies (e.g. coffee/tea/milk/cutlery) and that the staff kitchen area is fit for use.
- Order and amend the milk delivery.

Keys

- To be responsible for the issuing of the Fishponds keys and ensuring their safe return.
- To issue keys for various rooms/studios as required.
- To allocate student locker keys over the summer term.
- To check the student lockers over the summer term.
- To hand out locker keys to students, take/return deposits.

Parking

- To deal with car parking issues in the School main car park, ensuring they are clear as and when necessary.
- To keep up-to-date staff car registration details.
- Sign in and out car parking permits for on street parking.

Health & Safety

- To assist the Estates team in regularly testing the fire alarm system and being a key person in the fire alarm drill procedure process.
- To have awareness of the security alarm systems in all the buildings.
- To be a qualified first aider and have awareness of school first aid procedures.
- To ensure accidents are reported and keep an up-to-date accident log.

Meetings attendance

- Attendance at relevant staff meetings as required.

External liaison

- With other relevant organisations as required.
- With alumni and other professionals in the arts and entertainment industry.

IT & Logins for Students

- Responsible for giving out user names and passwords for the school shared computer access.

Building security - unlocking and locking up

- Unlocking and Locking up the building at the end of the day. This includes a complete sweep of the building, closing windows, turning lights off, shutting and locking doors securely.

Administration

- Undertake general admin duties to support staff. These will be pre-arranged and scheduled through the Admissions Manager to ensure fairness.

Holiday/Sickness cover

- There may be times when the postholder may be asked to cover for a colleague's sickness or annual leave.

<p>Person specification</p>	<p>Important to us:</p> <ul style="list-style-type: none"> • Demonstrable experience in a customer-facing role • Demonstrable experience in administration • Excellent communication skills • Ability to be a highly effective team player and to build positive relationships with staff and students in a close-knit and supportive environment • Ability to work unsupervised but also part of a team • Previous experience of lone working • Highly organized and self-motivated • A flexible and committed attitude with a sense of humour • Able to prioritise and work to deadlines • Excellent IT skills • Ability to work confidentially when needed <p>We're also interested in:</p> <ul style="list-style-type: none"> • A background in an educational environment • Experience of working in the Google Suite • First Aid trained • An appreciation or understanding of the performing arts
<p>This is a description of the job as it is presently constituted. It is the practice of BOVTS to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.</p> <p>It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.</p>	

<p>Equal Opportunities</p>	<p>Bristol Old Vic Theatre School's approach to Recruitment and Selection:</p> <p>We aim at all times to recruit the person who is most suited to the job. Recruitment will be on the basis of the applicant's abilities and individual merits, measured against the job criteria and competencies.</p> <p>Equality & Diversity</p> <p>The Theatre School recognises the positive value of diversity, promoting equality and challenging unfair discrimination. We welcome applications from those currently underrepresented in our own workforce and across the wider arts and training sectors: these include, but are not limited to, people who are culturally and ethnically diverse and experience racism in our society, those with LGBTQ+ identities, neurodivergent and/or D/deaf and disabled, those with caring responsibilities and those who have experienced socio and economic barriers.</p> <p>We will not discriminate or tolerate discriminatory behaviour on the grounds of age, disability, educational background, gender, employment status, ethnic origin, marital / partnership or family status, race, religion or belief, sex, sexual orientation, social class, transgender, working pattern or any other irrelevant factor in any aspect of employment. We are committed to employing disabled people, and reasonable adjustments will be made to the recruitment procedure to ensure that no-one is disadvantaged because of their disability. If a disabled person is appointed, reasonable adjustments will be made to the workplace as far as possible, including premises & equipment, duties, practices or policies.</p> <p>Selection & Assessment</p> <p>We use a range of methods at the interview stage to assess candidates against objective job criteria contained in the job description and employee competencies applicable to the role. The purpose is to accurately predict a candidate's ability to perform the job in question. All interviews will be undertaken by a panel of two or more people, and we will endeavour for the panel to be representative of society. Selection panels will keep written notes on each applicant recording reasons for decisions taken. These are disclosable to the applicant. All disabled applicants (as defined by the Equality Act 2010) who meet the essential criteria as defined in the job description will be guaranteed an interview.</p> <p>We are committed to improving the diversity of our workforce. Where two candidates are equally scored following interview or assessment, positive action will be taken and we may appoint a candidate with a protected characteristic which is underrepresented within the Theatre School.</p>
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