



DRAFT JOB DESCRIPTION

JOB TITLE:	Saturday Receptionist-Front of House
GRADE:	Grade C
WORKING WEEKS/ HOURS:	39 weeks; 7.50 hours per week
TIMES WORKED:	8.30am to 4.30pm Saturday
BASE:	Dart Centre

ORGANISATIONAL ARRANGEMENTS:

Job holder: to be appointed

Reports to: Dart Arts Centre Manager

GENERAL STATEMENT

To represent the Dart Centre and RAISE Education Trust in a positive manner and to treat all visitors with respect, courtesy, and consideration, to ensure that every effort is made to satisfy reasonable requirements and assist in the maintenance of an attractive welcoming campus.

To carry out duties correctly and promptly in a good working atmosphere and to assist in the creation of a safer environment by adhering to Health and Safety Regulations and agreed Codes of Practice for RAISE Education Trust employees. Attendance at training courses may be required as part of professional updating.

RESPONSIBILITIES/ACCOUNTABILITIES:

- Provide a reception service that is welcoming to everyone.
- Answer telephone and check voicemail regularly and answer messages by the end of the day or pass on messages to relevant staff members.
- Main point of contact for all hirers when on shift.
- Have the daily space usage report to hand on every shift to know the schedule of the day and adhere to fire safety regulations.
- Ensure that the reception area is kept smart, tidy and welcoming at all times, with promotional material displayed where appropriate.
- Ensure that the foyer space including coffee shop and gift shop areas are kept clean, smart, tidy and welcoming at all times.
- To take payment for gift shop items, coordinate stock with management and keep shop displays tidy.
- To serve in the coffee shop, coordinate and update stock.

- Assist in coordination of centre run activities; this includes telephone bookings, email marketing and website/social media updates.
- To support in the running and delivery of centre run courses.
- Deal with enquiries from customers efficiently and record customer comments/complaints.
- Use Legend Booking System to take payments for all activities, hirers and produce reports/registers as requested by management.
- Use Little Box Office to take payment for School Bookings and produce reports/registers as requested by management.
- Gather resources needed for all centre run activities and ensure all paperwork/photocopying is stocked.
- Be responsible for production and circulation of staff notices.
- Assist in maintaining an efficient filing system for all activities.
- Give recommendations on procedures to improve and/ or enhance systems of work.
- Liaise with the Site Team regarding weekly community schedules.
- Minute-taking when required.
- Be responsible for the monitoring of centre run instructors and other adults leading community activities on the site.
- Keeping the Arts Centre Manager apprised of issues/concerns.
- To deliver and collect staff meeting refreshments when required.
- To provide such other duties that may be reasonably allocated or directed within the purview of the post.
- Any reasonable request made by the Arts Centre Manager.

NOTES

- Some overtime may be necessary from time to time to cover lettings and school functions. The hours of work may be subject to change during school holidays and where the Headteacher considers it necessary to meet operational requirements.
- The School and site is open between the hours of 6.00am and 10.30pm and Support Staff may be asked to carry out their duties during these hours in order to meet the operational needs of the school. Those staff who may be asked to work outside these times will have a note to that effect in their job description.
- Hours of work/designated lunch times may be subject to change for operational reasons.
- All applications for leave of absence, claims for additional hours, changes to published hours of working, etc. should be agreed and processed via the HR Manager, Arts Centre Manager and Headteacher to enable records to be kept.
- Holidays can be taken during term time. Dates will be agreed in consultation with the Arts Centre Manager and Headteacher.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

PERFORMANCE REVIEW (IPP)

All support staff undertake an annual Individual Performance Planning cycle (IPP) in line with school policy and practice. This post holder’s IPP would be line managed and undertaken by the Arts Centre Manager.

Date Prepared: September 2024

Prepared By: HR

Date Reviewed:

Reviewed By: