

JOB DESCRIPTION

Job Title: Receptionist (1 x Part-Time and 1 x Weekend)

Department: Facilities

Reports to: Facilities Manager

BACKGROUND AND CONTEXT

English National Ballet (ENB) exists to take world-class ballet to as many people as possible - delighting them with the traditional and inspiring them with the new. ENB's artistic output, reputation and ambition is growing rapidly and from the summer (2019), ENB, along with ENB School we move to a new purpose-built home on London City Island, Canning Town (the cultural anchor of a new community). Our new building combines modern training facilities, teaching and rehearsal studios, in addition to spaces for the public to view our work, eat and drink in a state-of-the-art environment. This exciting move provides the physical space we need to achieve our vision to be the country's most creative, diverse and exciting ballet company.

PURPOSE OF THE POST

We are looking for welcoming and friendly Receptionists to be the first point of contact for many of ENB's diverse visitors, maintaining telecommunications, security and the smooth running of the reception. You will be providing exceptional customer service to all visitors and staff.

KEY RESPONSIBILITIES

Telephone System

- Operate the telephone system, receiving calls in an efficient and pleasant manner, redirecting callers to the appropriate person/department when person originally requested is unavailable.
- Take clear messages as necessary ensuring that they are passed to the person concerned as quickly as possible.
- Check voicemail each morning and at times during the day, passing all messages to those concerned.
- Answer enquiries where possible or pass to the appropriate personnel.
- Check telephone lines daily to ensure there are no faults.

Reception

- Ensure that a welcoming reception is offered to all visitors and members of staff, directing individuals where appropriate.
- Take bookings for the meeting room and record information regarding meetings, car parking, events and any other relevant details in the general events calendar or equivalent.
- Keep note of staff movement in and out of the building and their non-availability due to meetings etc.
- Ensure that all relevant information is passed to the succeeding Receptionist during each handover.

- Advise members of staff and dancers of items delivered for them and liaise with the Facilities team on duty regarding delivery within the building where necessary.
- Order and keep accurate records of couriers as requested, making enquiries regarding alternative services when necessary.
- Replenish leaflet holders and display posters liaising with the Marketing Department.
- Determine the identity of all visitors to the building, advising the person they are visiting of their arrival.
- Ensure that all visitors, contractors or casual staff follow the signing in procedures.
- Ensure that contractors and casual staff sign in on their arrival.
- Make certain that the Reception desk and surrounding area is kept clean and tidy at all times, informing Facilities team of any problems arising from this.
- Immediately advise the Facilities team on duty of any suspicious circumstances.
- Ensure special delivery parcels are noted and that all outgoing mail is collected by Royal Mail.
- Report any FM related issues raised to Reception received by the company.

Administration

- Update on a monthly basis the Telephone list for the company.
- Update any relevant changes to the desk phone telephony system.
- At the end of each week, print and collate the following weeks staff sign in sheets.

Health & Safety

- Report any visible H&S related problems to the Facilities team on duty.
- Advise supplier of changes to milk delivery as necessary.
- Advise First Mile Recycling when refuse bins are not emptied.
- Monitor car parking requests and passing on any problems to the Facilities team.
- Act as Fire Marshal and First Aider for Ground Floor space.
- Report any incidents or conditions in the Reception area that contravene H&S regulations to the Facilities team.
- Participate in the provision of the safe working environment adhering to the Company's Health and Safety policy at all times.

Standards

- Always present the public face of English National Ballet as welcoming, friendly, smart and efficient, extending the same courtesy to all staff and Company members.

General

- Maintain a strong team ethics approach within the department and Company.
- Carry out such other duties as may reasonably be required by the Facilities Manager.

PERSON SPECIFICATIONS

Experience and knowledge

- Experience in a professional busy customer-facing role.
- Previous experience working as part of a team in a supportive and cooperative manner.
- Computer literate and knowledge of Microsoft Office software e.g. Word, Excel, Outlook and databases.
- Experience of a telephone system e.g. Mitel or other similar telephone system

- Knowledge of room booking systems e.g. Skedda or other similar systems is highly desirable but training will be provided

Skills and abilities

- Demonstrate exceptional customer service skills including the ability to assist all visitors in a helpful, friendly, courteous and confident manner.
- Excellent oral and written communication skills.
- Ability to prioritise effectively, stay calm under pressure and solve problems quickly and efficiently.
- Excellent interpersonal skills and ability to deal with people at all levels.
- Proactive, flexible and adaptable approach to work.
- Professional telephone manner.
- Excellent attention to detail.

This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.