

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

RECEPTIONIST/ROOM BOOKING OFFICER

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RECEPTIONIST/ROOM BOOKING OFFICER

Contract: Part-time (0.8 FTE), permanent

Salary: £22,422 - £24,634 p.a., pro-rata (incl. LWA)

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 Estates and Facilities department is seeking to appoint a Receptionist/Room Booking Officer. The post available is part-time, 0.8 FTE (28 hours per week).

The post operates on a 'shift' basis. The reception desk is open from 07.45 am to 10.00 pm, Monday to Friday, 08.00 am to 6.00 pm on Saturdays and 10.00 am to 7.45 pm on Sundays and will combine Reception duties with Room Booking duties as required. The shifts for this post are:

Wednesday 7:45-3:15pm
Friday 7:45-3:15pm
Saturday 12:00pm-6:00pm
Sunday 10:00am-8:00pm

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 opportunities employer we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

For a job pack and application form, please go to the Job Opportunities page of our website at <http://www.trinitylaban.ac.uk/about-us/job-opportunities/vacancies> and for any queries you can contact the Human Resources department via email: staffrecruitment@trinitylaban.ac.uk or phone: 020 8305 4382.

Closing date: 12 Noon, Wednesday 11 April 2018 (No Agencies)

Interviews: Thursday 19 April 2018

To apply for this position, please send completed application forms to staffrecruitment@trinitylaban.ac.uk

CVs will not be accepted unless accompanied by a completed application form.

Trinity Laban Conservatoire of Music and Dance is committed to equal opportunities and diversity.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City University, 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/Room Booking Officer
Department:	Estates & Facilities
Reporting to:	Room Booking Coordinator
Grade:	4
Contract:	Part-time, permanent (0.8 FTE)

PURPOSE OF ROLE

To provide a proactive, responsive and flexible Reception, Room Booking and Instrument Loan 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 customers 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 is based mainly at the Music Faculty (King Charles Court) on a shift system to cover the hours that the Faculty is open for business. The current opening times of King Charles Court are:
 - Weekdays - 07.45 am to 22.00
 - Saturdays - 08.00 am to 18.00
 - Sundays - 10.00 am to 19.45
- Shift times for this post are:
 - Wednesday - 07:45 to 15:15
 - Fridays - 07.45 to 15:15
 - Saturdays - 12:00 to 18:00
 - Sundays - 10.00 to 20:00
- Please note that working hours and times may vary from time to time, according to the needs of the Conservatoire and the tasks at hand.
- The post-holder is required to provide both Reception and Room Booking duties and to cover needs across the Faculties of Music and Dance as required.
- The post-holder is likely to be called upon from time to time to assist at any of the Conservatoire's other sites, for any duration commensurate with the scope and grade of the current post.

DUTIES

Reception

- Operate/answer all incoming calls into the Conservatoire, using the telephone system as instructed, and noting down events and visitors into the relevant diary/s.
- Proactively assist all visitors and callers to either building so that they experience a first class, efficient and effective Reception service.
- Maintain security by ensuring everyone who enters either building is a student, member of staff or bona fide guest/visitor.
- Fulfil Faculty of Music parking requests by complying with rules regarding space and capacity.
- Undertake any other reasonable administrative duties as requested by either the Room Booking Coordinator or the Head of Estates and Facilities.

Room Booking

- To use the computerised Room Booking System (Celcat) to operate an efficient and effective service for booking rooms for individual student practice, teaching requirements, and external or ad hoc events.
- To advise staff and students of the rules regarding room booking and usage.
- To liaise with Registry and Administrative personnel in the Faculty of Music to ensure that any proposed changes to existing room bookings do not impact on the Faculty of Music's teaching timetable and to also advise the Room Booking Coordinator (by email) where changes to scheduled classes are made which have not received prior authorisation.
- To report instances of non-attendance by pre-booked Faculty of Music students and staff to the Room Booking Coordinator.

Instrument Loans

- To maintain the viability and accuracy of the Instrument/Equipment Loan system at the Faculty of Music by ensuring that:
 - Borrowers are made aware of the rules and their responsibilities.
 - Borrowed instruments are booked out and back in the appropriate register and that action is taken (by email, copy to the Room Booking Coordinator) to recover overdue instruments promptly.
 - The Room Booking Coordinator is immediately notified of any instruments or equipment not recovered within 24 hours of being requested or deemed to be missing.
 - Regular checks are made on instrument cases and lockers to verify that the instruments are present and in good order.
- To ensure that the Room Booking Office and surrounding areas are kept tidy and free of obstructions, including queuing, at all times.

THE POST HOLDER MUST:

- At all times be committed to Trinity Laban's Equality, Diversity and Access Policy;
- Adhere to all policies and procedures relating to Health and Safety in the workplace;
- Act with professionalism and integrity at all times in the carrying out any duties for and on behalf of Trinity Laban;
- Act as fire warden for the areas delegated.

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, cooperative and flexible in line with the needs of the Conservatoire.

PERSON SPECIFICATION RECEPTIONIST/ ROOM BOOKING OFFICER

Criteria	Essential	Desirable
Education, Qualifications & Training		
First Aid Certificate holder		X
Knowledge & Skills		
Proven IT skills with Excel and/or Data Base entry and manipulation	X	
Working to immediate / tight deadlines	X	
Excellent oral and written communication skills	X	
Using computerised Room/ Event Booking system(s)		X
Understanding or knowledge of music and/or musical instruments		X
Health and Safety at Work – particularly manual handling and VDU working		X
Previous Experience		
Working as part of a team	X	
Working under pressure to immediate/tight deadlines	X	
Reception and/or Room Booking on computerised systems	X	
Shift working during normal opening times		X
Working within an educational environment		X
Front of house working		X
Personal Characteristics		
Self-motivated and punctual	X	
A “can do” attitude with a desire to excel	X	
Sympathetic nature with a firm but fair attitude	X	
Sensitivity in dealing with people and problems	X	
Willing to carry and move heavy and awkwardly shaped instruments and equipment		X

Applicants for this role must be eligible to work legally in the United Kingdom. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract:	Full-time, permanent, or part-time (0.8 FTE) 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, £22,422 - £24,634 p.a., pro-rata (£17,937.60 - £19,707.20 at 0.8FTE) inclusive of a London Weighting Allowance of £3,645 p.a., pro-rata (£2,916 at 0.8FTE). Salaries are paid on the last working day of the month into bank or building society accounts.
Hours:	Shift system based on 28 hours per week, part-time (0.8 FTE).
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	In addition to Statutory, Bank and Public Holidays, the pro-rata amount of 20 days at 0.8 FTE.
Pension Scheme:	The successful candidates will be auto-enrolled into the Universities Superannuation Scheme. Employees currently contribute at the rate of 8% of their pensionable salary. The Conservatoire pays the Employers contribution currently at the rate of 18% of pensionable salary.
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.
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 both sites, subject to availability.
Cafeterias:	Our cafeterias on both sites serve a range of hot and cold meals plus drinks and snacks.
Events:	There are a wide range of music and dance performances each week, many of which are free to members of staff.
Childcare:	Trinity Laban operates the Edenred childcare voucher scheme. Details are available on request from the HR Department.
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.

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