

Job Description for St. Columb's School of Music Receptionist

Job Summary

We are seeking a highly organised and professional Front Desk Receptionist to join our team. As the first point of contact for visitors and students, the ideal candidate will be responsible for providing exceptional customer service while efficiently managing various administrative tasks. This includes, but is not limited to, the provision of timetabling, new bookings, handling finances and ensuring good communication between students, parents and tutors.

St. Columb's School of Music Ltd. is committed to treating everyone fairly, to challenging inequalities and to promoting equality of opportunity for all. We welcome applications from everyone and value diversity in our workforce.

Main Duties

1. Report to the School of Music Directors.
2. To act as the first point of contact for the school on day to day matters.
3. Provide helpful and accurate responses to enquiries from current and prospective parents, schools, visiting teachers and members of the public, either via telephone or email.
4. Maintain the electronic calendar to ensure the smooth access of information to the directors and teachers, updating teachers on all changes/cancellations of lessons and rearranging if necessary.
5. Keep accurate records of timetables, missed lessons and pupil issues.
6. Organise new lessons if required and let all interested parties know.
7. Follow-up absences, create termly registration/absence report
8. Responsible for receiving and recording student tuition fees
9. Maintain the cleanliness of the school building common rooms, teaching rooms and toilets.
10. Notify the directors of any repairs needed to the fabric, fixtures and fittings of the school. In addition to any musical equipment, furnishing, music books or general inventory that may be needed to allow the school to function properly.
11. Maintain operation of photocopiers, printers, wifi, phone and electronic card reader.
12. Manage ticketing for all music school events
13. Attend weekly Friday administration meeting when requested by the directors
14. Attend to any other task as instructed by the directors

Selection Criteria

To enable us to shortlist in a fair and unbiased way it is absolutely vital that you provide us with sufficient information to demonstrate how you meet or exceed the criteria outlined in the vacancy description. Please include this information in the knowledge, skills and experience section of the application form.

Essential

- Excellent organisational skills – able to handle varied workload and prioritise tasks
- First-class communication skills – able to communicate with large numbers of people on daily basis
- IT skills (or happy to take advanced training)
- Methodical approach to tasks
- Excellent attention to detail
- Happy to work independently
- Flexible
- Available to work evenings as required

Desirable

- Past experience in a secretarial/administrative role
- Have a musical background

Additional Information

For an informal discussion please contact the school directly to speak to the directors; Louis Fields and/or Nicky Morton.

DBS: Please note that it is a requirement of employment that an enhanced Disclosure and Barring Service (DBS) check is obtained for this post. This means that you must declare any criminal convictions, cautions, reprimands or final warnings unless these are 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) order 1975 (as amended in 2013).

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the School which support safeguarding and must act in accordance with the School's Safeguarding & Child Protection policy and Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.

The Receptionist shall be wholly responsible for all taxes, national insurance and other contributions which are or may be payable out of, or as a result of the receipt of, any fees or other monies paid or payable in connection with this agreement.

The Receptionist shall indemnify and hold St. Columb's School of Music Ltd. harmless against all taxes, national insurance or any other contribution, tax, penalty, interest, levy etc which may be due, or become due, on any fee paid, or in connection with any fees paid by St. Columb's School of Music Ltd. to the Receptionist.

St. Columb's School of Music Ltd. does not offer any mileage payments or insurance cover outside of the St. Columb's School of Music Ltd. premises.

Salary

£11 an hour

St. Columb's School of Music Ltd. shall pay the Receptionist per hour in accordance with the schedule of charges as agreed between the parties, along with suitable expenses incurred and authorised by St. Columb's School of Music Ltd.

Hours

Negotiable. Opening hours during term time is 2.00pm and 9.00pm Monday to Thursday at the premises of St. Columb's School of Music.