



DRAFT JOB DESCRIPTION

JOB TITLE:	Evening Receptionist-Front of House
GRADE:	Grade C
WORKING WEEKS/ HOURS:	52 weeks; 23 hours per week
TIMES WORKED:	3.45pm to 9.30pm Monday to Thursday
BASE:	d.@rt Centre

ORGANISATIONAL ARRANGEMENTS:

Job holder: to be appointed

Reports to: Assistant Headteacher (Community)

GENERAL STATEMENT

To represent the [d.@rt](#) Centre and Wildern Academy 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 Wildern Academy Trust employees. Attendance at training courses may be required as part of professional updating.

RESPONSIBILITIES/ACCOUNTABILITIES:

- Provide a reception service that is welcoming to all everyone.
- Answer telephone and check voicemail on a regular basis and answer messages by end of the day or pass on messages to relevant staff members.
- Using the radio system liaise with the Site Team and Leisure Centre staff as the lone representative of the d.@rt centre in the evenings.
- Responsible for locking up the d.@rt centre.
- Main point of contact for all hirers when on shift.
- Responsibility for overseeing the banking and reconciliation of all sales income for each day.
- Have the daily space usage report to hand on every shift to 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 smart, tidy and welcoming at all times.
- To take payment for gift shop items, to 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 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.
- To provide WP/DTP support as required.
- 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 Assistant Headteacher (Community) apprised of issues/concerns.
- To support with Box Office duties for the Berry Theatre.
- 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 Headteacher/Assistant Headteacher (Community).

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, Assistant Headteacher (Community) and Headteacher to enable records to be kept.
- Holidays can be taken during term time. Dates will be agreed in consultation with the Assistant Headteacher (Community) 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 Assistant Headteacher (Community).

Date Prepared: 12th November 2021

Prepared By: Miss H Jones (Assistant Headteacher (Community))

Date Reviewed:

Reviewed By: