

ArtsEd



Receptionist Job Pack



ArtsEd is a brilliant place to work, full of talented people doing what they love most in the world. For over 100 years, ArtsEd has been at the forefront of performing arts training in the UK, nurturing talent, and inspiring confidence. One of the UK's leading centres of conservatoire education, the training we provide is world-class, inclusive, contemporary, and focused on the constantly evolving needs of the industry in the 21st century.

ArtsEd employs around 170 people in a variety of teaching and support roles, as well as many more on a freelance basis. We expect a great deal from our staff, and in return, we provide a fulfilling, supportive, welcoming, and engaging environment, where people feel comfortable to be creative, open, and able to give their best.

ArtsEd Day School & Sixth Form

Our Day School & Sixth Form is a national centre of excellence for the study of the performing arts. Founded over 100 years ago, ArtsEd's ethos remains much the same today as it was then: to provide a broad and balanced education, stretching students to achieve their academic, artistic, and personal potential.

An independent day school like no other; ArtsEd is an international leader in performing arts education and a local and national leader in its wider academic provision. Our students enjoy a high-quality vocational programme delivered by committed and creative professionals, whose expertise instils in our students a passion for performance that feeds into all aspects of their educational and personal development. Our students spend time every day doing what they love, encouraging their development into happy, collaborative, and well-rounded individuals, fully committed to holistic education and, at 16+ or 18+, armed with a set of skills and experiences that prepare them for whatever pathway they choose to follow.

In 2024, recognising our outstanding curriculum and performing arts achievements, ArtsEd was awarded a 'significant strength' by ISI, and the School won the ISA National Award for Excellence.





ArtsEd Higher Education

ArtsEd is one of the UK's leading providers of degree-level conservatoire education. Our Foundation, BA and MA courses in Musical Theatre and Acting, create graduates who are innovative and resilient performers. We prepare our students for both the physical and mental rigours of the performing arts industry through a combination of outstanding vocational training and focused pastoral care. The success of our approach has led to our alumni playing a key role in the success of the UK's creative economy for many years and they include choreographers, directors, and producers, as well as performers.

'The future of this country's theatre tradition depends on centres of excellence such as ArtsEd.'

Lord Lloyd Webber, ArtsEd President

What do we offer?

The energy and passion at ArtsEd are tangible. We are a small, close-knit team, committed to supporting all of our students to achieve their best. We offer competitive salaries and our size means that we are able to provide tailored opportunities for staff to develop their skills and experience through internal and external programmes.

The health & wellbeing of our staff is a key focus and we have teamed up with Simply Health to offer a family-wide health plan that includes the following:

- a full Employee Assistance Programme, including face-to-face counselling and unlimited telephone support;
- contributions towards a range of therapies, including sports massage, physiotherapy and chiropractic appointments;
- contributions towards dental and optical costs;
- 24/7 GP appointments via telephone/webcam;
- Lifestyle Discounts.

In addition, staff are eligible for the following:

- Cycle to Work Scheme;
- 5% matched pension (after the relevant qualifying period).

The Role

Receptionist

Contract:	Fixed-Term (4 Months)
Department:	Facilities
Reports to:	Head of Facilities
Working Pattern:	Part-Time Afternoon/Evening/Weekend shifts available
Benefits:	Competitive benefits package
Salary:	£32,000 per annum (Pro-rata)

ArtsEd is committed to safeguarding and promoting the welfare of children and young people and expects all staff (permanent and visiting) and volunteers to share this commitment; all staff are required to undergo background checks in line with Keeping Children Safe in Education 2024 regulations and to hold an enhanced DBS.

Summary of the role:

What are we looking for?

The Receptionist is expected to provide a very high quality, welcoming, front of house service for internal and external visitors, staff and students at ArtsEd. This is an important position within the school; our busy reception team are the 'Face of ArtsEd' and must at all times be professional and reflective of the diverse and vibrant culture that the school represents.

Responsibilities

Main Duties and Responsibilities

- Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact.
- To provide a professional front-of-house role and maintain high standards at all times, as the first point of contact for all students, staff, parents and visitors
- To greet and welcome current students, prospective students, staff, parents, contractors and all visitors entering the school, ensuring the sign in procedure is followed and visitors are made away of emergency exit procedures.
- To find solutions to any reception issues faced by staff, students and all visitors to Reception
- To administer incoming enquiries to ArtsEd, whether face-to-face, by phone or via email.
- To respond to general enquiries, or direct enquiries to appropriate colleagues when necessary.
- To direct visitors around the building as required.
- To check in post and deliveries and notify staff to collect items ensuring any deliveries requiring special attention are retained safely until they are collected and maintaining a log of 'special delivery' items to verify that they have been collected by the correct person.
- To manage all outgoing mail (ensuring correct postage and readiness for timely collection).
- To report maintenance faults to the Maintenance team and ensure that action is taken in a timely manner
- To administer the room-hire booking system
- To communicate relevant information across the school
- To provide general administrative and ad hoc clerical support across the school when required.
- To ensure adequate precautions are followed to maintain the highest levels of security at all times.
- To monitor correct usage of security passes and report misuse as appropriate
- To maintain security of the school by not allowing any staff member or student to access or leave the building without a security pass.
- To ensure the highest standards of security are adhered to when allowing visitors access to the building



Responsibilities

All Staff

- All staff must carry out their responsibilities with due regard to all ArtsEd policies and procedures, ensuring inclusivity, equality of opportunity, and compliance with Health and Safety in the workplace.
- All staff must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- All staff must adhere to the staff Code of Conduct
- All staff are required to regularly undertake Safeguarding, Keeping Children Safe in Education, Prevent, and GDPR training and to maintain their own professionalism and job-related knowledge through ongoing CPD.
- All members of staff are required to be professional, co-operative, and flexible in line with the needs of the post and the school.
- All Job Descriptions are reviewed annually and will change to reflect the needs of the School and the post.
- ArtsEd is committed to the safety, wellbeing and safeguarding of all pupils and students and expects all staff to share this commitment. Staff in all posts are required to hold a clear, enhanced DBS.
- You may also be required to undertake such other comparable duties as your line manager requires from time to time.



Personal Specification

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

QUALIFICATIONS

The professional, technical or academic qualifications that the Applicant **must have** to undertake the role or the training that they must have received.

- The Receptionist must undertake regular training and demonstrate significant knowledge of Keeping Children Safe in Education, Safeguarding, GDPR, Prevent Duty and Health and Safety
- First Aid

METHOD OF ASSESSMENT

- Production of the Applicant's certificates
- Discussion at interview
- Independent verification of qualifications

EXPERIENCE

The categories of work or organisations, types of achievements and activities that would be likely **to predict** success in the role.

- Significant experience in working in a busy reception
- Experience of greeting guests and visitors and making them feel welcome in a positive and friendly manner
- Experience of co-ordinating a high volume of traffic, prioritising work and situations
- Significant experience of a range of clerical duties and office procedures
- Approachable with excellent interpersonal skills
- A high standard of personal presentation
- Ability to promote a positive image of ArtsEd to all staff, students and visitors

METHOD OF ASSESSMENT

- Contents of the application form
- Interview
- Professional references

Personal Specification

SKILLS

The skills **required** by the Applicant to perform effectively in the role

- Outstanding communication skills
- Ability to work under pressure
- Excellent time-keeping skills
- Ability to work on own initiative
- Excellent team player
- Ability to act at all times with diligence and discretion

METHOD OF ASSESSMENT

- Contents of the application form
- Interview
- Professional references

KNOWLEDGE

The knowledge **required** by the Applicant to perform effectively in the role

- Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel and Outlook
- Excellent communication skills with peers of every level
- Ability to work largely on own initiative
- GDPR, Safeguarding, Prevent and Health and Safety requirements

METHOD OF ASSESSMENT

- Contents of the application form
- Interview
- Professional references

Personal Specification

PERSONAL COMPETENCIES AND QUALITIES

The personal qualities that the Applicant **requires** to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people.

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience
- Positive and friendly persona
- Positive attitude to use of authority and maintaining discipline
- Approachable with excellent interpersonal skills
- A high standard of personal presentation
- High ability to promote a positive image of ArtsEd to all staff, students and visitors

METHOD OF ASSESSMENT

- Contents of the application form
- Interview
- Professional references



Background to ArtsEd

ArtsEd originated from two schools, one founded in 1919 by Grace Cone and one founded in 1922 by Olive Ripman. These two educational pioneers believed passionately in the value of combining a general academic education with specialised training in dance, drama, music and art. They were committed to preparing young people for professional careers in or related to the theatre. In 1939, Grace and Olive joined forces to create the Cone Ripman School, subsequently named the Arts Educational Schools. Dame Alicia Markova and Sir Anton Dolin drew almost exclusively on ArtsEd students to help them create their revolutionary company London Festival Ballet, which eventually became the English National Ballet. Ballerina Dame Beryl Grey became Director of the Schools in the 1960s.

ArtsEd continued to innovate, introducing both professional acting and musical theatre courses and in 1986 moved to its present home in Chiswick. In 2007, Lord Andrew Lloyd Webber became President, heralding an auspicious new era for ArtsEd. The Day School and Sixth Form remains the leading school of its kind in the UK with all students possessing outstanding creativity and dedication. Academic results and vocational success are significant, and our Value-Added return is in the top 1% nationally. The School of Musical Theatre and School of Acting offer full-time BA and MA courses. Our Musical Theatre course is recognised as the best in the UK, while the Acting course is praised for its innovative 50:50 split between stage and screen acting. Our outstanding record of graduate success sees nearly every one of our Musical Theatre graduates and over three-quarters of our Acting graduates make their professional debuts within six months of graduating.

In addition to vocational training and significant success in the creative arts, each year a number of ArtsEd students move on to Russell Group universities where they study a range of more traditional academic subjects, including English.



ArtsEd



ISI Independent
Schools
Inspectorate

Ofsted
Outstanding
Provider

TEF Gold