



ROYAL  
BALLET  
SCHOOL



# JOIN OUR TEAM

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WORK AT THE ROYAL BALLET SCHOOL

# ABOUT US

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We are a global organisation with an important mission: to nurture, train and educate exceptional classical ballet dancers and to set the standard for dance training worldwide.

As a boarding school, a performing arts organisation and a charity, our team is varied. Our staff have specialist skills in dance, academics, pastoral care, healthcare, outreach, marketing, fundraising, and operations - to name a few.

We look for committed, enthusiastic candidates who demonstrate the skills and experience we need.

People are the key to our success - we attract, retain, develop and motivate the best in their fields to share our commitment to providing excellent care and education for our aspiring dancers and dance teachers.

## OUR VALUES

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**ACTIVELY  
WIDENING  
ACCESS**

**OUR HERITAGE  
NOURISHES  
OUR FUTURE**

**STRIVING FOR  
EXCELLENCE**

**NURTURING  
INDIVIDUALS**

**ALWAYS  
INNOVATING**

# WHAT'S IN IT FOR YOU?

Our full-time students are based at White Lodge in Richmond Park and Upper School in Covent Garden.

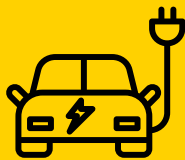
There are two additional boarding houses for Upper School students in Pimlico and Covent Garden.

The Royal Ballet School operates in locations worldwide, including different [Associate centres](#) and venues for [Intensive Courses](#).

Across our sites, there are a total of 280 employees. Wherever they work, our team respect each other, knowing everyone has a unique part to play in our organisation's mission. Our workspaces are friendly, welcoming and inclusive. Our employees share a passion for the arts in society and for supporting individuals to reach their full potential.



**GENEROUS  
PENSION  
SCHEME**



**TECH AND  
ELECTRIC  
VEHICLE SCHEME**



**CYCLE TO  
WORK  
SCHEME**



**EMPLOYEE  
ASSISTANCE  
PROGRAMME**



**LEARNING AND  
DEVELOPMENT  
OPPORTUNITIES**



**SEASON  
TICKET  
LOAN**



**GENEROUS  
ANNUAL  
LEAVE**



**DISCOUNTS  
OFF A VARIETY  
OF BRANDS**



**FRONT OF  
HOUSE  
COORDINATOR  
(Sundays)**



# APPLICATION DETAILS

## LOCATION:

Upper School, Covent Garden (with occasional cover at White Lodge, Richmond Park).

## HOURS:

Sundays. Working hours will be as per the whole school calendar and any additional days will be agreed with the Site Services Manager.

## SALARY:

£18.78 per hour. Timesheets are to be submitted to payroll for the hours worked.

## OVERALL PURPOSE OF THE ROLE

To provide a professional Reception service at Upper School, Covent Garden together with high-quality administrative support to multiple teams.

## SUMMARY OF THE ROLE

We're looking for a confident and proactive individual to provide a welcoming and friendly reception, supported by a good understanding of all activities across our two sites. You'll be part of an integral team which manage the reception and public areas of our buildings, providing high-quality support to all departments and ensuring all school activities meet our high standards. Building supportive relationships with all staff is essential to ensure that you are able to provide valuable assistance to others.

As the main point of contact on Sundays, you'll take ownership of the building during weekend operations, overseeing a wide range of activities including regular classes, Associate classes, workshops, studio hires, auditions, teacher training, and occasional events/performances. You will use your experience and confidence of lone working to maintain an exceptional service, working closely with all staff involved to ensure activities run smoothly. You will be able assert a quiet authority in the absence of senior staff, handling queries and issues with a calm and professional manner.



Using your administrative experience, you will have the opportunity to support the weekday team by providing valuable assistance to their ongoing projects and the wider school activities and programmes. Above all, you will be adaptable, proactive and willing to support wherever support is needed.

## MAIN DUTIES

- To assist in the set up for studio hires (seating, chairs, tables...)
- Be a key holder and open/lock up the building as required, setting alarms and ensuring the building is clear before leaving
- Be the first point of contact for all visitors to the school
- Organise cover for Front of House and academic staff during holiday/absences, and schedule planned holiday in coordination with the Front of House team to avoid date clashes
- Assist School administrators, particularly during peak times
- Assist with the organisation and coordination of open days, parent meetings and other similar School events
- Liaise with staff regarding group visits
- Coordinate room and studio bookings in liaison with relevant staff
- Organise taxis and couriers as required
- Attend Continuing Professional Development training / INSET
- Ensure Reception and all common areas are tidy and well-presented at all times
- Manage and ensure the security of all allocated keys
- Keep the Front of House Handbook and diary up to date
- Producing a coherent and helpful handover email for the benefit of weekday Reception based staff
- Ensure rooms are tidy and set out appropriately for meetings/events and organise refreshments as directed
- Attend and complete assigned tasks at White Lodge from time to time.
- Be a nominated first aider and fire marshal, assisting the Site Services Manager in ensuring compliance with procedural requirements as instructed.



## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

- Previous experience in a similar customer-facing / Reception role
- Experience of lone working
- Self-reliant and confident in handling challenging situations alone
- Able to work unsupervised and with initiative
- Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role
- Good administration experience, particularly of supporting varied projects and teams
- Excellent communication skills and confident telephone manner
- Friendly, welcoming and approachable
- Able to deal confidently with the broad range of visitors to the School including students, parents and VIPs
- Proactive in approach, able to show initiative and to cope effectively with possible situations of conflict, stress and pressure
- Solid IT skills including broad practical experience of Microsoft Word and Microsoft Outlook
- Highly organised with close attention to detail and able to manage multiple priorities
- Ability to work as part of a small team as well as unsupervised, and with initiative
- Willing to work collaboratively across many departments and develop and maintain positive and supportive working relationships
- Smart appearance with a professional manner, attitude and approach
- Interest in working in a multi-site team and able to swap sites as requested and agreed
- Empathy with and a commitment to the aims and ethos of the School.

### DESIRABLE CRITERIA

- Experience in using Microsoft Excel
- Experience of maintaining databases
- Experience of working in a School environment
- An interest in dance or the performing arts.

## SAFEGUARDING DUTIES AND RESPONSIBILITIES

The School is committed to safeguarding and promoting the welfare of children and young people and recognises that safeguarding and promoting the welfare of children is everyone's responsibility. The School expects all staff and volunteers to share this commitment to children's safeguarding and to share this child-centred approach. This approach means that staff must consider, at all times, what is in the best interests of the child.

Additionally, the following is expected of all staff:

- To uphold the School's policies relating to safeguarding and child protection, behaviour, health and safety and all other relevant policies
- To promote and safeguard the welfare of children and young persons for whom you are responsible and come into contact with
- To report any safeguarding concerns using the relevant channels, such as informing the Designated Safeguarding Lead, in a timely and appropriate manner
- To ensure full compliance with all statutory regulations, particularly the most recent Keeping Children Safe in Education, and to communicate concerns to the Designated Safeguarding Lead, other relevant staff of The Royal Ballet School or local children's services as appropriate.

We are committed to creating an environment where all our employees feel part of our team and can flourish, regardless of their background. We're proud to be an inclusive workplace that promotes and values diversity.

The information detailed here about this role should not be considered encompassing. Over time, the emphasis of the job may change without changing the general characterisation of the role or the level of duties and responsibilities. This information will be periodically reviewed and revised in consultation with the postholder.



**CLICK HERE  
TO APPLY**

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ASSISTANCE  
WITH YOUR  
APPLICATION**

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CONTACT US  
IF YOU HAVE  
QUESTIONS**

