



ROYAL
BALLET
SCHOOL

FRONT OF HOUSE COORDINATOR

OVERALL PURPOSE OF THE POST

To provide a professional Reception service at White Lodge, Richmond Park together with high-quality administrative support to multiple teams.

SUMMARY OF THE ROLE

To provide a welcoming and friendly reception supported by a good understanding of all activities across the two sites. You will be part of an integral team which manage the reception and public areas of our buildings and provide high-quality support to all departments. Building supportive relationships with all staff ensuring that at key times you are able to provide valuable assistance to others and ensure all school activities meet our high standards.

CONTRACT TERMS

Salary	£14.92 per hour
Hours	approx. 40 Saturdays as timetabled, largely during term time 8am – 6pm although some days will be shorter/longer depending on the school calendar. When covering, weekday hours are on a rota basis of 7.00am – 3.00pm and 3.00pm – 7.00pm
Location	White Lodge, Richmond Park. With a willingness to be flexible and provide occasional cover at Upper School, Covent Garden
Annual Leave	You will be paid a pro rata amount once a month. You will not be permitted to take holiday on the Saturdays you are scheduled to work.
Other	Whilst not a contractual commitment, staff at White Lodge currently benefit from a scheduled minibusservice to/from local stations during term time only.
Line Managed by	Site Services Manager
Key contacts	Maintenance, Housekeeping, Artistic and Healthcare teams

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-centered 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, behavior, 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, in particular the most recent Keeping Children Safe in Education, and communicating concerns to the Designated Safeguarding Lead, other relevant staff of The Royal Ballet School or local children's services as appropriate.

MAIN DUTIES

This list should be seen as illustrative rather than prescriptive

- Be the first point of contact for all visitors to the School
- Organise cover for Front of House staff during holiday and absences and scheduling planned holiday in coordination with the Front of House team to avoid date clashes
- Direct administration support for the Technical Services team, including some responsibility for organising the procurement of services for the School
- Assist School administrators, particularly during peak times
- Assist with the organisation and coordination of open days, parent meetings and other similar School events
- Provide administrative support to the Senior Leadership Team, the Executive Assistant, Head of Site Operations, academic staff and School administrators as and when instructed
- Organise incoming/outgoing post and distribute as directed
- Liaise with staff regarding group visits
- Organise taxis, minibus and couriers as required
- Attend Continuing Professional Development training / INSET
- Ensure Reception and all common areas are tidy and well-presented at all times
- Facilitate and oversee the maintenance and updating of literature displays which should be stocked with current publications via the School's dedicated service provider
- Manage and ensure the security of all allocated keys
- Keep the Front of House Handbook, diary and driver's diary up to date
- Producing a coherent and helpful handover email for the benefit of all Reception based staff
- Coordinate room bookings in liaison with relevant staff
- Ensure rooms are tidy and set out appropriately for meetings/events and organise refreshments as directed
- Manage stationery and consumables, ensuring stock is kept at a sensible level and replenished as instructed
- Be a nominated first aider and fire marshal, assisting the Site Services Manager in ensuring compliance with procedural requirements as instructed

- Attend and complete assigned tasks at Upper School from time to time
- Support the Commercial, Training & Access teams in responding to external customer queries from the online shop orders
- Occasionally support the Finance team with administrative tasks as instructed

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Experience in a customer-facing role
- A friendly, welcoming and approachable demeanour
- Good administration experience, particularly of supporting varied projects and teams
- Excellent communication and interpersonal skills and confident telephone manner
- 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
- Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role
- 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 for a few days a month
- 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.

We're passionate about creating an inclusive workplace that promotes and values diversity. At The Royal Ballet School we are committed to creating an environment where every one of our employees feels part of our team and can flourish, regardless of their background.