



ROYAL
BALLET
SCHOOL



JOIN OUR TEAM

WORK AT THE ROYAL BALLET SCHOOL

ABOUT US

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

**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.

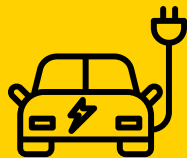
There are two additional boarding houses for Upper School students in Pimlico and Covent Garden. We also have offices on Bedford Street in Covent Garden.

The Royal Ballet School operates in locations worldwide, including different Associate centres and venues for Primary Steps and 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**

APPLICATION DETAILS



LOCATION:

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

SALARY:

£22, 325.63 based on
a 0.81 FTE

HOURS:

32.5 hours per week,
11am - 6pm Monday - Friday

START DATE:

June 2024

INTERVIEW DATE:

Applications will be reviewed on
submission. Early applications are
advised.

APPLICATION CLOSING DATE:

17th May 2024

OVERALL PURPOSE OF THE ROLE

To provide a professional Reception service at White Lodge, Richmond 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.

MAIN DUTIES

This list should be seen as illustrative rather than prescriptive

- Be the first point of contact for all visitors to the School
- Administering credit card transaction logs, invoices and supporting the Finance team with administrative tasks as instructed
- Organise cover for Front of House and academic 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 responsibility for organising the procurement of services for the School
- Assist School administrators, particularly during peak times
- Support academic staff during students' examinations as directed
- 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 weekend 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

- Taking daily School attendance and fire registers by submitting data into the School's MIS
- Project management of ballet shoe orders, bills and other delegated initiatives as directed
- Attend and complete assigned tasks at Upper School from time to time.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Previous experience in a similar customer-facing / Reception 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
- 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.

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**

**CLICK FOR
ASSISTANCE
WITH YOUR
APPLICATION**

**CLICK TO
CONTACT US
IF YOU HAVE
QUESTIONS**

