

# ART ACADEMY LONDON

<b>JOB TITLE:</b>	Receptionist
<b>JOB TYPE:</b>	Full time, Monday - Friday 9 - 5pm, with 30 min break
<b>HOLIDAY:</b>	20 days per year, plus bank holidays
<b>CONTRACT TYPE:</b>	Permanent
<b>SALARY:</b>	£23,300
<b>LOCATION:</b>	Art Academy London, 165a Borough High Street, London SE1 1HR
<b>ACCOUNTABLE TO:</b>	Office & Facilities Manager
<b>APPLICATION DEADLINE:</b>	<b>Friday 17th November 2023</b>
<b>INTERVIEW DATE:</b>	<b>Thursday 23rd November 2023</b>

## ***Main Purpose of Position***

## **PRINCIPAL FUNCTIONS AND RESPONSIBILITIES**

Art Academy London (AAL) is a young and innovative art school, offering courses that are designed and delivered by expert, practising artists. This is a new and exciting opportunity for a positive and proactive self-starter to support the day-to-day running and development of a thriving arts organisation. You will ideally come from an office and/or arts environment and be comfortable, confident and experienced talking to students, tutors and members of the public. This super star receptionist will maintain a welcoming and efficient service desk making the best use of systems and resources to maximise the student experience. They will provide information and support to all students (both prospective and existing) across the Academy's Higher Education, internally awarded and public programmes. They will play a key role in ensuring the smooth running of the Academy office. Given that an element of this role includes working with young people a CRB check will be required. Attractive benefits package including free art courses.

AAL is an equal opportunities employer and recognises that a diverse workforce can enhance creativity and innovation in the workplace. As such, we welcome applications from a diverse range of backgrounds.

### **Front of house**

- Greet all students, tutors and visitors in a friendly, welcoming and professional manner
- Be a first point of contact for students, tutors, models, visitors, responding to all enquiries (face to face/telephone/email) in a prompt, friendly and professional manner
- Resolving and/or escalating any issues that arise as appropriate
- Have direct responsibility for the operation of the Academy shop, printing, equipment loans and other student-focussed services
- Handling deliveries and distributing post; sending post as required
- Processing course payments and bookings, liaising with the relevant departments
- Filing paperwork and maintaining accurate records

### **Student liaison**

- Own and manage various Academy email inboxes and the telephone helpline
- Assist teams in the planning and running of events, such as Creative Days, Open Days, and other promotional events, including assisting with admin (where required), welcoming

students, sign-posting and providing refreshments; some out of hours work may be required

- Support the Public courses team to run its Easter and Summer courses as well as Young Artist courses that run through academic half terms and holidays
- Provide information to visitors and students about Personal Emergency Evacuation Plans and assist in the evacuation of disabled visitors/students/tutors, as required

### **Office management**

- Help to manage and maintain the office space
- Monitor and restock office supplies, sundries and stationery
- Monitor and restock supplies of office cleaning materials and Personal Protective Equipment
- Be a first point of contact for IT suppliers and consultants including reporting and troubleshooting IT problems, working with consultants or scheduling appointments to resolve issues; escalating problems as necessary to the Director of Operations
- Manage the office supplies budget.
- In liaison with the Office & Facilities Manager, schedule staff meetings and events; helping with set-up/take-down
- Working with Academy colleagues to ensure the effective application of health & safety systems
- Administer petty cash and card payments

### **Other**

- Maintain accurate records where appropriate
- Assist with some basic admin and/or any other tasks, as required, to ensure the smooth running of the Academy

## **PERSON SPECIFICATION**

### **Essential experience**

- Experience in a fast-paced, customer-facing role ideally in an educational, arts or charity setting
- All-round good administrator, with experience in an office, arts or charity setting
- Strong IT skills; familiarity with Mac OS
- A keen interest in fine art, education or arts education

### **Essential skills**

- Confident and personable
- Highly organised, with a systematic approach, keen eye for detail, and good time-keeping
- Strong communication skills (written and verbal)
- Proactive, helpful and positive in dealing with queries from members of the public, students, and staff
- Adaptable and flexible, able to respond positively to the changing demands of a dynamic organisation with a small staff team
- A team player
- Happy to work under your own initiative
- Sensitive and discreet, where appropriate

### **Desirable experience**

- Experience of managing a busy service desk within a fast-paced office, arts organisation or charity environment
- Sales experience
- Have a fine art education and/or some knowledge or practical experience of a variety of fine art techniques and processes
- Experience of CRM systems and Microsoft products