

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Music Centre Receptionist</b>
<b>Region:</b>	<b>Stoneham Court, Reading</b>
<b>Job Code:</b>	<b>ADM03 - 1</b>
<b>Reporting Structure:</b>	<b>Assistant Customer Services Manager</b>

---

### Primary Job Purpose

Ensure the ongoing musical success of the region through:

- Managing the safe arrival and departure of all visitors to music centres including staff, students and parents ensuring safeguarding procedures are adhered to at all times.
- Ensuring the Music Centre is running smoothly and that fire safety and first aid procedures are followed, working with the relevant Assistant Music Centre Development Manager and Senior Music Centre Receptionist
- Ensuring excellent customer service to students, parents and visitors

Berkshire Music Trust' primary customers include parents, children, schools, wider community music and Early Years' groups.

### Principal Responsibilities

1. Ensure all students and visitors sign in and out of the Music Centre
2. Set rooms ready for teaching (before and after) where necessary
3. Report student absences to teaching staff
4. Ensure the Music Centre is tidy and equipment stored away when Music Centre activities come to a close
5. Oversee evacuation of the Music Centre in emergency situations e.g. fire
6. Provide first aid in cases of emergency
7. Ensure the safeguarding of children is paramount and that the safeguarding procedure is properly followed at the Music Centre at all times
8. Support the Assistant Music Centre Development Manager on health and safety and safeguarding required. Ensure a first aid trained member of staff is available whenever the centre is open.
9. Work closely with the Senior Music Centre Receptionist (line manager) and the Customer Services Manager to ensure a good quality customer service provision
10. Assisting with the administration activities of the Music Centre, including but not restricted to, waiting list management, admissions/enrolments, timetabling of students, general enquiries, customer complaints, ensemble progressions (junior to senior levels) and correspondence to parents regarding events
11. Manage communications with students, parents, teachers and other stakeholders by the most effective form (eg face to face, telephone, email and social media) and in the most efficient and polite manner, whilst at all times safeguarding the reputation of Berkshire Music Trust
12. Attend training and CPD/meeting days as directed by Line Manager
13. You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must co-operate with employers and co-workers to help everyone meet their legal requirements
14. Promote and safeguard the welfare of all pupils and service users within the Berkshire Music Trust, raising any concerns in accordance with Music Trust protocols and procedures.
15. Any other duties commensurate with the post that may be assigned by the CEO

### Our Values

- **Inclusivity** – we believe music should be accessible to all
- **Respect** – we respect others views and lived experiences
- **Transparency** – we are open and honest
- **Innovation** – we continuously evolve and adapt to changing needs
- **Responsibility** – we take responsibility for our mission
- **Partnership** – we embrace partnership working

### ROLE SPECIFICATION

	Criteria
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Strong communication and interpersonal skills</li> <li>• Excellent telephone manner</li> <li>• Trained as Fire Marshall and First Aider</li> <li>• Proficiency in Microsoft/ software applications</li> <li>• Highly organised with the ability to multi-task</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in dealing with customer enquiries</li> <li>• Able to work independently and with initiative</li> <li>• Able to create and maintain positive relationships with internal and external customers</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of providing support to customers</li> <li>• Knowledge of dealing with sensitive/ confidential matters</li> </ul>
<b>Personal attributes and other requirements</b>	<ul style="list-style-type: none"> <li>• Able to work additional hours as may be required</li> <li>• Flexible approach to work</li> </ul> <p>Berkshire Music Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to an Enhanced Disclosure and Barring Service (DBS) check. Berkshire Music Trust takes the responsibility of child protection very seriously and checks the suitability of staff and volunteers to work with children. Berkshire Music Trust is an equal opportunities employer.</p>

### ROLE COMPETENCIES

<b>Competency Group – Communication</b>	
Competency Title	Description
Listening	Understands and learns from what others say.

Reading Comprehension	Grasps the meaning of information written in English, and applies it to work situations.
Speaking	Conveys ideas and facts orally using language the audience will best understand.
Writing	Conveys ideas and facts in writing using language the reader will best understand.
<b>Competency Group - Cognition</b>	
<b>Competency Title</b>	<b>Description</b>
Creative & Innovative Thinking	Develops fresh ideas that provide solutions to all types of workplace challenges.
Decision Making & Judgment	Makes timely, informed decisions that take into account the facts, goals, constraints, and risks.
Problem Solving	Resolves difficult or complicated challenges.
<b>Competency Group – Personal Effectiveness</b>	
<b>Competency Title</b>	<b>Description</b>
Accountability & Dependability	Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
Adaptability & Flexibility	Adapts to changing business needs, conditions, and work responsibilities.
Attention to Detail	Diligently attends to details and pursues quality in accomplishing tasks.
Customer Focus	Builds and maintains customer satisfaction with the products and services offered by the organization.
Ethics & Integrity	Earns others' trust and respect through consistent honesty and professionalism in all interactions.
Results Focus & Initiative	Focuses on results and desired outcomes and how best to achieve them. Gets the job done.
Safety Focus	Adheres to all workplace and trade safety laws, regulations, standards, and practices.
Self-Management	Manages own time, priorities, and resources to achieve goals.
Stress Tolerance	Maintains composure in highly stressful or adverse situations.

Tact	Diplomatically handles challenging or tense interpersonal situations.
<b>Competency Group – Interaction with Others</b>	
<b>Competency Title</b>	<b>Description</b>
Influencing Others	Influences others to be excited and committed to furthering the organization's objectives.
Relationship Building	Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
Teamwork	Promotes cooperation and commitment within a team to achieve goals and deliverables.
Valuing Diversity	Helps create a work environment that embraces and appreciates diversity.