



Imperial Society of Teachers of Dancing

Job Profile - Receptionist (Part time)

Company Summary

The Imperial Society of Teachers of Dancing (ISTD) is a registered educational charity and membership association. Our mission is to educate the public in the art of dancing in all its forms: to promote knowledge of dance; provide up-to-date techniques for members and maintain and improve teaching standards.

With approximately 6,000 members in over 55 countries worldwide, the Society conducts over 120,000 examinations each year. We were recently listed by Ofqual as one of the top 20 largest awarding organisations in England and in the top 5 for delivery of performing arts examinations.

The Society aspires to be a world leader in dance education, setting the benchmark for best practice through our extensive syllabi and teacher training. We are committed to becoming a dynamic, future-focused organisation that promotes the social, cultural, physical and educational benefits of dance for all.

Summary of Role

We are looking for a Receptionist to provide excellent customer service to our members and support services for the smooth running of the building. We are looking for someone to fill the Receptionist vacancy for an initial period of three months with the view to reviewing this in April. **Potential Temp to Perm available.**

The job's focus is working within a team to assist with covering Reception; answering all calls into the Society and transferring to the appropriate team, providing excellent customer service to all visitors to the building (members, staff, contractors and couriers), opening and locking the building (on occasions) and organising / supporting meeting room and studio bookings.

This role will report directly to the Facilities Manager.

Key Responsibilities:

In addition to working closely with the Facilities Manager to assist with administration as and when required, the Receptionist will also be responsible for the following areas.

Administration:

- Covering the Reception desk and main telephone switchboard on Thursday and Friday (from 9am to 12pm and then 2pm to 5pm); providing excellent customer service to all callers.



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- Ensuring all staff and visitors to the building have signed in (visitors only) and followed the ISTD policy on lateral flow testing (emailed evidence of a negative lateral flow test. If not, direct to the testing room to take a test on site).
- Open the post on a daily basis, scan and send to the appropriate department, then securely shred.
- Facilitate all aspects of meeting room or studio bookings and administration in an effective, efficient, and time-sensitive manner to ensure high quality delivery. This will involve responding to booking requests, managing the meeting room diary, setting up the meeting room for visitors of internal meetings and providing refreshments.
- Occasionally, assist with preparing meeting agendas, typing up minutes of meetings and other records as required and within agreed timescales, (full training will be provided).
- Make use of online tools such as *Microsoft Teams* and *Zoom*.

Facilities:

- Effective communication with all levels of internal teams and external stakeholders (tenants, visitors / members, staff and contractors using the building, as required).
- Assist with setting up equipment in the meeting rooms (ie: overhead project / smart TV) which may be required for meetings.
- Assist with Contractors visiting the building to carry out work. This will ensure signing in contractors, issuing a temporary swipe card and being on hand to take information to then feedback to the Facilities Manager.
- An appointed ISTD First Aider and Fire Warden, (training will be provided).

Person Specification

To take up the role of Receptionist, the individual will need to be engaged and motivated in the work and mission of the Society.

The Receptionist must demonstrate:

- A commitment to fairness and to promoting equality, diversity and inclusion.
- Experience of working in, supporting Reception and / or Facilities.
- A wholehearted commitment to the mission of the Society.
- Ability and willingness to work flexibly, collaboratively, and autonomously with colleagues to provide an excellent service in all aspects of the role.
- Competent and confident working knowledge of *Microsoft Word* and *Microsoft Excel* (as minimum).
- Excellent communication and people skills both orally and in writing.
- Effective personal time-management skills leading to the delivery of outcomes in an efficient and time-sensitive manner.
- Experience of working with and/or a willingness and capacity to learn, a range of current online tools to support the role eg. *Microsoft Teams*, *Eventbrite*, *SurveyMonkey*, *Jotform*, *Zoom*, etc.



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- A willingness to contribute ideas, thoughts and comments to enhance the workplace experience.

Advantage

- First Aid Trained.
- Fire Warden Trained.
- Any previous training or experience in Health and Safety and/or Facilities.
- Knowledge of and an interest in dance education and training and the wider dance arts environment.

Working Hours

This is a part time, fixed-term role initially for 3 months, working in the office on **Thursday** and **Friday** from 9am to 5pm, with a one-hour lunch break. Working hours may be adjusted to 8am to 4pm, or 11am to 7pm on occasions, to accommodate contractor visits or meeting room bookings.

Flexibility to adjust hours to accommodate the above, will be required.

Remuneration

The annual salary for this position will be a Grade A – Assistants, (which ranges from £19,565 to £22,999), depending on experience.

Training

The Receptionist will be supported in their new role with an initial induction, followed by guidance on ISTD policies and processes to ensure they feel confident, fully informed and equipped to carry out their duties.

Equal Opportunities

The Society values diversity of thought and experience. We welcome applications from anyone regardless of their age, disability, ethnicity, heritage, sexuality, gender and socio-economic background. If you have any access needs or there are any barriers to access please let us know this in your application or if you would like to discuss any of this prior to applying please email:

hr@istd.org

Method of Application

To apply as a Receptionist please send a letter of application and CV to hr@istd.org. The letter of application should summarise what you are able to bring to the role and how you meet the person specification. The successful candidates will also be required to provide details for two recent



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references that can evidence skills and suitability to carry out this role, (whether in an employed or voluntary capacity).