

DanceXchange Receptionist Job Description

Post Details

Post Title:	Receptionist
Responsible to:	dx Class Coordinator
Rate of Pay:	£7.00 per hour
Weekly Shifts:	1 evening shift per week (Wednesdays, 5.30pm – 9.30pm OR Thursdays, 5.30pm – 9.30pm)
Purpose:	To work as part of the dx reception team to oversee the safe and effective running of its recreational dance class programme. Receptionists work in pairs for at least one of the above shifts per week during term time. We also ask that receptionists have a willingness to provide occasional cover on other nights, and for special events, when required.

Job Description

The key role of a DanceXchange receptionist is to welcome visitors to DanceXchange and to ensure that their time in the building is a safe and pleasant one.

Customer contact is a central part of the role and the receptionist must be able to deal with a variety of different, sometimes difficult, situations involving class participants, always remaining calm and dealing with issues in a diplomatic way. Excellent communication skills, along with a friendly and polite approach, are a vital part of the role.

Receptionists are also required to possess at least a degree of retail or customer service experience, in order to be able to deal with transactions at the front desk and cashing up at the end of an evening.

Receptionists are responsible for ensuring that health and safety and child protection procedures are followed by both teachers and participants and that all visitors are evacuated safely and effectively in the event of a fire. dx would provide relevant training and receptionists would be expected to attend a one-day Appointed Persons First Aid course with St John's Ambulance.

Further to this, there will be a small, but important, amount of administrative work, including photocopying, mail outs and data collection, as well as some housekeeping duties, for example, the sweeping of the studios, the tidying of the reception area, and the washing up in the office. We expect receptionists to be willing and able to carry out any such tasks in order to take the load off DanceXchange's busy team.

DanceXchange receptionists must have good team-working skills, as well as the ability to work on their own initiative. They must have good attention to detail and be able to multi-task.

We would like our receptionists to have an interest in the arts, and to be willing to inform themselves about the dance classes, workshops and projects offered by DanceXchange so that they can answer visitor queries and promote the work we do. Receptionists need to be knowledgeable and professional advocates for our work.

This busy role offers the opportunity to develop an understanding of the workings of an arts organisation, to find out more about dance and to interact with people from all walks of life.

Person Specification

Essential Criteria

- Customer service experience
- Excellent communication and inter-personal skills
- Good IT skills
- A good standard of literacy and numeracy
- Good attention to detail
- Ability to learn and follow procedures
- Ability to undertake Fire Marshal and First Aid duties (following training)
- Good practical common sense
- An interest in dance

Personal Qualities

- Professional, friendly and polite
- Assertive
- Tactful
- Motivated and proactive
- Organised
- Good time keeping and attendance
- Willingness to undertake relevant training
- Willingness to work additional shifts and provide support for special dx projects and performances from time to time
- Willingness to provide basic administrative support for the core dx team

As with all dx staff, receptionists will be expected to undertake a CRB police check to ensure their suitability to work with children and vulnerable adults.

If you think you fit the bill, please contact the dx reception at the address below to request an application form, or visit www.danceexchange.org.uk

Tel. 0121 689 3170

Email. cat.boffy@danceexchange.org.uk

**DanceXchange
Birmingham Hippodrome
Thorp Street
Birmingham B5 4TB**

Closing date for this round of applications is 5pm on Friday 24 February 2012 and interviews will be held on Tuesday 28 February 2012.

dx is an equal opportunities employer welcoming applications from all sections of the community.