

JOB PROFILE	
Company:	Italia Conti
Department:	Operations
Role:	Receptionist & Operations Assistant
Reporting to:	Deputy Operations Manager & Course Coordinator
Direct reports:	N/A
Location:	Victoria Place, Woking
Salary:	c£25,000 per annum

ROLE SUMMARY
The Receptionist & Operations Assistant has responsibility for the smooth running of Italia Conti's reception and for supporting the Operations Team. Reporting into our Deputy Operations Manager & Course Coordinator, the postholder ensures students, staff and guests feel welcome when on site as well as assisting all administrators with day-to-day duties. Italia Conti prides itself on a very high standard of customer service. As the main first point of contact that many external enquirers have with Italia Conti, the postholder will be expected to have a good knowledge and awareness of Italia Conti's portfolio of courses (including classes that take place on Saturdays for Italia Conti Woking Associates) and of events such as our Open Days and Productions so as to take enquiries forward proactively, directing them where appropriate. Training will be provided and it is recognised that this is something that will be built up over time. Tracking alumni destinations will be a key part of the role, so a genuine interest in the sector and a comprehensive knowledge of the institution would be key. The post is very much a lynchpin in the smooth running of the campus and relationship-building is paramount to the role, both with internal staff and with external customers. Contractual working hours are based on 37.5 hours-per-week; however as the campus is open from 7.30am-8.30pm and on Saturdays, there is a need for members of the Operations Team to work on a rota basis. To meet current operational requirements this typically includes two later shifts with a start time of 12noon and a finish time of 8.30pm.

KEY ACTIVITIES
• Providing a welcoming and knowledgeable first point-of-contact for all visitors to the site, registering them, ensuring they are directed appropriately and chaperoned where necessary and ensuring relevant safeguarding checks are adhered to (photocopying passports/ID documents) and liaising with HR and staff as appropriate. • Providing a welcoming service to individuals contacting Italia Conti by telephone and e-mail and taking enquiries forward proactively. • Maintaining a good knowledge and awareness of all upcoming activities and events across the campus and a good overview of the entire portfolio of courses so as to advise enquirers confidently and to act as an ambassador for the institution and its course offering.

- Providing practical assistance and taking all steps necessary to ensure the day-to-day smooth-running of the campus as a key member of the Operations Team including, but not limited to, taking deliveries, assisting with the requirements of individual Tutors and classes and liaising with colleagues (other members of the Operations Team, the Production Team etc.) and the Duty Manager as necessary.
- Assisting the Admissions Coordinator with day-to-day admissions tasks including applications, auditions and general enquiries and corresponding with prospective students.
- Maintaining alumnx records, tracking destinations and news of alumnx successes in the industry and reporting these to the Quality Assurance, fundraising and marketing teams so that they can be celebrated and promoted across Italia Conti's social media channels.
- Managing the booking system for all AV equipment for classes and assessments, ensuring that equipment is ready in the studios for the start of classes.
- Assisting the Deputy Operations Manager & Course Coordinator with the servicing of assessments, in particular with sending student assessment reports and inputting data to meet the requirements of academic partners.
- Liaising with the Duty Manager and ensuring Fire Marshal lanyards are all allocated at the start of each day.
- Taking on the receptionist's duties during evacuations.
- Supporting Italia Conti's Health and Safety requirements, as directed.
- Managing Italia Conti's in-house library.
- Maintaining office equipment day-to-day, liaising with the IT team and photocopier companies, managing student photocopier codes and selling 'top ups' when required and forwarding takings to the finance department.
- Assisting with administration across all courses and departments to support the smooth-running of the underpinning administration and operations including, but not limited to, preparing documents, photocopying, dealing with incoming and outgoing post, updating databases and records and assisting in the application and enrolment process.
- Supporting the operational delivery of open days, productions, summer school, auditions, the Woking Associates School and other events as required.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED		
	Essential	Desirable
Qualifications/Education	• A good secondary education.	• A good tertiary education. • A qualification in the performing arts.

Knowledge/Skills	• Excellent verbal and written communication skills and an open and collaborative style. • Knowledge of IT/administrative processes including Microsoft Office applications and databases and office equipment (photocopiers, telephones etc.). • Knowledge of the day-to-day functions of running a business and the importance of presenting professionally (customer service, sales, marketing, petty cash handling). • Personal integrity and high standards for self and others. • A positive, collaborative style and the willingness to work as an instrumental part of the wider Operations team.	• Knowledge of the performing arts sector. • Knowledge or awareness of safeguarding procedures and statutory requirements (Health & Safety at Work, Fire Evacuation).
Experience	• Experience of undertaking routine administrative and operational tasks and taking a high level of initiative within the scope of the role. • Experience of relationship building in a professional context. • Significant demonstrable experience of providing a high standard of customer service in an education or arts environment.	• Experience working in the performing arts industry in an administrative role. • Experience of safeguarding and working with young people. • Experience or an awareness of the activities of a performing arts training institution.
<i>The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from the Italia Conti's strategies.</i> <i>The post involves commitment to working outside normal working hours and a willingness to work flexibly is expected.</i>		

Italia Conti fosters a business culture where decisions and ideas from all people help us innovate, grow and create the best environment for our students and staff and be relevant in a rapidly changing world.

There is an expectation that all employees will maintain the values of the Italia Conti and will comply with its code of conduct as well as equality and diversity, health and safety and safeguarding policies.