



BENSLOWMUSIC
COURSES AND CONCERTS

JOB DESCRIPTION – Spring 2024

Job Title	Front Desk Administrator x2
Department	Music
Reporting to	Head of Music
Key Relationships	Music Administrator, Event and Sales Coordinator
Indicative Salary	£21,500 - £24,000 per annum (pro-rata)
Hours	Part-time; 3 days including 1 weekend day (21 hours) per week This is one of two equivalent roles

Main Purpose:

- Delivering a great guest experience at every stage of our customer journey
- Being the first point of contact for visitors, concert and course enquiries and bookings
- Provide operational support to the Music and Operations teams whilst ensuring exceptional customer service, listening to guests, managing requests and issues with genuine warmth and interest
- Maintain and follow all security, accommodation, booking, telecommunication and other policies and procedures

Main Responsibilities

Office Administration:

- Answer, record, and process all guest calls, messages, requests, questions, or concerns, filtering calls to the appropriate person or department and take accurate messages to follow up where necessary
- Filter and respond to all email enquiries made to the charity, forwarding messages and applications to appropriate colleagues
- Welcome and acknowledge all visitors to the campus, notifying personnel of visitor arrival as appropriate, and deal with face-to-face enquiries from course members, tutors and the general public
- Maintain site security by following safety procedures and controlling access via the front desk, monitoring the visitor and contractor logbooks
- Receive and distribute post to the correct person or department and frank out-going post ready for collection by Royal Mail, sending larger parcels through other couriers to ensure the cheapest solution
- Coordinate Benslow Music Library post and chase payments when necessary, in liaison with the Head Librarian
- Ensure that the charity's diary is kept up-to-date and distributed at weekly staff meetings
- Monitor stationery stocks and place orders when necessary
- Perform other clerical duties such as filing, photocopying and inputting data
- Independently manage Reception on weekends when courses are in residence
- Ensure the Reception area is tidy and presentable, update noticeboards, monitor and re-stock the shop products across the site when these are running low

Event Administration:

- Process client bookings and payments made over the telephone or in person for courses, concerts, shop purchases, bar tabs and membership subscriptions, following petty cash, cheque, BACS and PDQ procedures
- Process client cancellation and transfer requests for courses, concerts and other events

- Book rehearsal rooms and bed and breakfast accommodation for guests and process paperwork and payments
- Provide administrative support to the Music and Operations teams and assist colleagues with client liaison and delivery of Benslow Music projects
- Prepare course welcome materials and bed and breakfast arrival information in liaison with the Music Administrator and Event and Sales Coordinator respectively
- Liaise with the Finance department to assist with the raising of invoices for bed and breakfast bookings as required
- Welcome and acknowledge all guests to the campus and process all guest check-ins, issuing bedroom keys, anticipating and addressing guests' needs, and directing them appropriately, assisting with luggage and showing to rooms if needed
- Monitor the returning of bedroom keys and ensure that the cabinet of spare keys is kept up-to-date and new keys are ordered if not returned or lost (in consultation with the Director of Operations)
- Coordinate with Housekeeping to track the readiness of rooms for check-in
- Collate and issue pre-arrival communication emails to guests and post-course online feedback forms
- Work with Management to maintain and provide continuity to existing clients for repeat business and growth opportunities, tracking and implementing requests to personalise the guest experience

Information Management:

- Manage enquiries and capture all relevant data for clients and new leads, using the department's systems and processes, working to GDPR and best practice standards
- Develop a good understanding of the Benslow Music brand, client base, music programmes and the venue
- Update the log for maintenance requests when notified of issues by other members of staff or guests
- Ensure the log of all lost property is kept up-to-date and items are returned to clients on request and appropriate payment is received
- Generate meal figures for forthcoming courses as requested by the Director of Operations and Chef Team Leader and report numbers at weekly staff meetings

General

- Engage directly and maintain positive relations with clients, tutors, staff and other visitors
- Provide a comprehensive handover at the end of the shift
- Undertake other administrative tasks as may from time to time be required
- This role will require flexibility and regular evening and weekend work to cover course arrivals and departures and other events

PERSONAL SPECIFICATION

The successful candidate will need to demonstrate real evidence of ability to fill the role effectively. We are looking to appoint someone who can offer a balance of skills and attributes; the following criteria are all important.

You will have:

- Excellent organisational and time management skills with the ability to work to tight deadlines and manage competing priorities
- A keen interest in people, a good sense of humour, the confidence to interact with others from a range of backgrounds and ages and the willingness to work successfully as part of a team
- Excellent written and verbal communication skills, with a high level of attention to detail
- An ability to creatively problem-solve, a positive can-do attitude and a desire to ensure the best possible guest experience
- A passion for delivering a high standard of customer care and an unwavering commitment to ensuring equality of service to all
- The ability to work on your own, take initiative, multitask and remain calm under pressure
- A professional attitude and appearance and the ability to be resourceful and proactive when issues arise
- Strong IT awareness and computer skills, particularly with Microsoft Office applications (including Outlook, Excel, Access and Word) and booking management databases and systems knowledge
- A willingness to undertake First Aid training and safeguarding training
- Flexibility to work evenings and 1 weekend day a week to cover course arrivals, departures and other events
- Most importantly, a real passion for the unique work of Benslow Music, willingness for change, be eager to further our cause and develop the role, acting as an Ambassador on occasions, and to play a full part in our ongoing development

You are likely also to have:

- A strong interest in and enthusiasm for music, and the arts in general, along with a firm belief in the value of the arts for all
- Proven experience as a Receptionist or in general office administration

APPLICATIONS:

Please send applications to Laura Thompson, Head of Music (laura@benslowmusic.org – telephone: 01462 459446). Candidates should include a full CV, the names and contact details of at least two referees and a covering letter outlining how they meet the personal specification criteria of the role. The closing date is 26 April 2024.