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**Job Description: Receptionist**

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| Salary: | £23,875 |
| Term:  | Full-time, permanent or Part-time, permanent (Job Share) |
| Reports to: | Facilities Manager |
| Holiday entitlement: | 28 days including statutory and bank holidays, increasing by 1 day per year per full year of employment to a maximum of 33 days. Plus an additional discretionary allocation to cover mandatory closure over Christmas and New Year. |
| Period of notice: | One month, on completion of a successful three-month probationary period. |
| Location: | Bradford Arts Centre, 1 Forster Square, Bradford, BD1 4TY |

**About Bradford Arts Centre**

Formerly known as Kala Sangam, Bradford Arts Centre is a performance space, meeting place and creative home that spotlights the city’s brilliant culture, set in the historic heart of Bradford city centre.

We offer high-quality meeting room hire in a stimulating building and are proud to be one of the only centres in the North of England offering performance and studio space and tailored support for artists.

**The Role:**

The **Receptionist** will provide excellent customer service to the visitors and customers of Bradford Arts Centre. They will play a key role in the day to day running of the venue, supporting staff to ensure meetings and events run smoothly.

**Key Responsibilities:**

* Provide professional reception and administration services and support to the Bradford Arts Centre team, tenants and visitors.
* Act as first point of contact for all telephone and visitor enquiries to Bradford Arts Centre, acting in a polite and helpful manner.
* Operate the company’s Box Office system, supporting audience members to reserve tickets for performances.
* Assist with venue hire bookings at Bradford Arts Centre, dealing with enquiries from prospective room bookers and overseeing room setup and catering requirements for commercial activity on a day to day basis.
* Assist in the gathering of customer feedback, audience surveys and other information as required. This will involve the completion of spreadsheets, invoices and databases.
* Ensure that Bradford Arts Centre’s reception runs smoothly.
* Organise all incoming mail activity for Bradford Arts Centre and its tenants, receiving deliveries and ensuring people are correctly informed of deliveries in a timely manner.
* Actively promote and market Bradford Arts Centre rooms, equipment, catering, facilities and business support services.
* Take parking requests and provide administrative support to suppliers, caretakers and facilities staff.
* Maintain client confidentiality and meet data protection requirements.

**General Duties of all Staff**

* At all times act as an ambassador for the company.
* Help maintain a positive work environment, working collaboratively with other staff and contributing to fortnightly all-staff meetings.
* Assist at Bradford Arts Centre performances, corporate events, education and outreach delivery and other activities as required.
* Work in accordance with Health and Safety, Safeguarding and all appropriate legislation, in line with company policies and procedures.
* Support Bradford Arts Centre to be a safe place to work and develop; freely and promptly raising any issues or concerns to either the Chief Executive Officer or Chair of the Board of Trustees in line with the company’s complaints/grievance procedures.
* Carry out all duties with an understanding and commitment to equal opportunities and ensure that this understanding and commitment is implemented across the company.
* Undertake any other duty or responsibility which may reasonably be requested.

**Person Specification**

**Essential Skills and Experience**

* Excellent interpersonal skills; the ability to deal with customers, visitors, suppliers, and people at all levels.
* Excellent verbal and written English language skills.
* Experience of using standard office IT software including email, Word and Excell.
* An ability to work on own initiative and as part of a team.
* A commitment to, and knowledge of, what makes a great customer experience.
* Attention to detail and a focus on quality.
* The ability to manage multiple deadlines.
* Willingness to undertake necessary training for the post.
* Good understanding of positive customer care practice.
* The ability to stay calm under pressure

**Desirable Skills and Experience**

* Experience in setting up and managing administration systems and processes.
* Experience delivering a public facing role in a cultural venue.
* Fluency in other languages commonly spoken in Bradford.

Bradford Arts Centre is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Employment in this post will be subject to a successful Basic Disclosure and Barring Service (DBS) application.

**Bradford Arts Centre Organigram**