**Job Pack**

**Front Desk Administrator**

**About Benslow Music**

Benslow Music creates music learning experiences for people of all ages. We support individual development, inspire curiosity, celebrate creativity, and share all the life-long benefits music brings. We do this through a programme of residential, day and online music courses, a concert series and an instrument loan scheme.

At our campus in Hitchin, we welcome and provide learning opportunities to adult musicians of all abilities. We support everyone from late-starters to early-career professionals in unlocking their potential. We offer around 150 short courses throughout the year, covering genres from classical to jazz to folk, and opportunities to explore solo, small and large ensemble playing. Through regular concerts we provide a platform for emerging and acclaimed artists.

Benslow Music is home to the Benslow Music Instrument Loan Scheme, which holds a collection of over 800 string and woodwind instruments that are lent to young musicians aged 7-25. Each year over 500 loans ensure that borrowers, regardless of background, are able to grow and develop as musicians.

Benslow Music began as the Rural Music Schools Association in 1929, offering musical education to people of all ages who were outside urban centres. In 1952, the four-acre Victorian estate in Hitchin was bequeathed to the RMSA and has since developed into a lively campus for music activity, with two recital halls, practice rooms, accommodation for around 50 people and an extensive music library. Renamed Benslow Music Trust in 1986, the Trust subsequently took responsibility for the Benslow Music Instrument Loan Scheme, which was founded in 1932 as a separate charity.

Benslow Music today is a thriving musical hub, continuing to develop its creative music activities for all ages. Current plans for the future include an expanded online offer, additional collaborative and partnership working, and further development of our site facilities and accommodation looking towards its centenary celebrations in 2029.

[benslowmusic.org](https://benslowmusic.org/)

**Job Description**

**Job Title** Front Desk Administrator

**Department** Registry

**Reporting to** Executive Assistant

**Key Relationships** Front Desk Administrator (full time), Music Administrator, Housekeeping Manager, Head Chef

**Salary** 22,500-25,000 per annum (pro rata)

**Hours** Part time, 3 days per week including one weekend shift (21 hours)

**Contract** Permanent

**Benefits** 25 days holiday per annum, workplace pension scheme, plus further staff benefits

**Main Purpose**

* Deliver an exceptional guest experience at every stage of the customer journey.
* Efficiently and professionally manage enquiries and bookings.
* Maintain continuity of service and foster positive relationships with clients, both existing and new, to encourage repeat business.

**Main Responsibilities**

**Office Administration:**

* Answer, record, and process all guest enquiries accurately (in person, by phone and email), or filter to the appropriate person or department.
* Welcome and acknowledge all visitors to the campus, deal with face-to-face enquiries from course members, tutors and the general public and/or direct them to the appropriate department.
* Support site security by following safety procedures and controlling access via the front desk, monitoring the visitor and contractor logbooks. Including monitoring the key stock
* All other administrative duties including post, stationery upkeep, filing, photocopying, data input and updating noticeboards, monitoring and re-stocking shop products.
* Independently manage Reception on weekends.
* Ensure the Reception area is tidy and presentable.

**Programme Administration:**

* Process client bookings, payments and cancellations made via phone, email or in person for courses, concerts, shop purchases, bar tabs and membership subscriptions, following petty cash, cheque, BACS and PDQ procedures.
* Book rehearsal rooms and bed and breakfast accommodation for guests and process paperwork and payments.
* Provide administrative support to the Music and Operations teams where required.
* Support preparation course welcome materials and bed and breakfast arrival information, liaising with the Music Administrator and Hires and Sales Manager respectively.
* Collate and issue pre-arrival communication emails to guests and post-course online feedback forms.
* Maintain continuity of service and foster positive relationships with clients, both existing and new, to help encourage repeat business.

**Information Management:**

* Ensure that all enquiries are processed to GDPR and best practice standards.
* Develop a good understanding of the Benslow Music brand, client base, music programmes and the venue.
* 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.
* Support information sharing between departments through providing accurate data. Provide a comprehensive handover at the end of each shift.

**General**

* This role will require flexibility and regular evening and weekend work to cover course arrivals and departures and other events.

In addition, all Benslow Music staff are expected to:

* Uphold the values of Benslow Music.
* Contribute to a positive and productive working culture.
* Uphold and demonstrate through their work a commitment to equality, diversity and inclusion.
* Act as an ambassador for Benslow Music when interacting other organisations and members of the public.
* Comply with Benslow Music’s Health and Safety and Equality, Diversity and Inclusion policies.
* Undertake other duties as may reasonably be required from time-to-time to support the work of Benslow Music.

**Person specification**

We are looking to appoint someone who can offer an extensive balance of skills and attributes; the following criteria are all important. The successful candidate will need to demonstrate real evidence of ability to fill the role effectively. Applicants must have the right to live and work in the UK.

Benslow Music is open to all and we value the varied skills of everyone. We are an equal opportunities employer and we are committed to championing equality, diversity and inclusion in our workplace, so if you feel you are a suitable applicant, we encourage you to apply whatever your age, disability, religion or belief, sexual orientation, socio-economic background, gender, gender identity or race.

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|   | **Essential**  | **Desirable**  |
| **Experience & Qualifications**  |
| Experience of working in a face paced customer facing role. |  |  |
| Experience of working in an office environment. |  |  |
| Experience working with booking systems (e.g. box office, appointments) |  |  |
| Experience in the charity sector, or within a charity context.  |  |  |
| **Skills**  |
| Excellent organisation and time management skills.  |  |   |
| Ability to manage competing priorities and work across multiple workstreams. |  |   |
| Excellent written and verbal skills. |  |   |
| Good problem-solving skills.  |  |  |
| The ability to work well on your own as well as collaborate with others.  |  |   |
| Strong IT skills, including Microsoft Office 365.  |  |   |
| **Knowledge**  |
| Sensitivity to Benslow Music’s mission and ethos and commitment to the organisation’s continued development.  |  |   |
| Understanding of and demonstrable commitment to equality, diversity and inclusion. |  |   |
| Understanding of the principles of Data Protection.  |  |  |
| First Aid training. |  |  |
| **Qualities**  |
| A keen interest in and the confidence to interact with a wide variety of people, and the desire to create 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. |  |  |
| Efficient and proactive with a flexible approach.   |  |   |
| Able to work with discretion and diplomatically.   |  |   |
| The ability to work on your own, take initiative, multitask and remain calm under pressure |  |  |

**How to apply**

To apply please email your application to executiveassistant@benslowmusic.org (Subject line: **Front Desk Administrator**

You will need to include:

* A CV detailing your relevant experience and skills.
* A cover letter (max 2 sides of A4) explaining why you are interested in this role at Benslow Music and showing how you meet the person specification.
* A completed equality and diversity monitoring form (available via the job page on our website).

Benslow Music aims to be an inclusive organisation, as well as the application materials, we ask applicants to complete our equality and diversity monitoring form to help us monitor our work in this area. These details are collected and stored independently to your application and cannot be traced back to you.

If you have any questions regarding the role or application process, please email: alexis@benslowmusic.org.

We are keen to ensure that our recruitment process is accessible to everyone. If you have any access requirements or barriers to application, please email alexis@benbslowmusic.org to discuss how we might make reasonable adjustments to the process.

**Closing Date:** Friday 7 February, 12pm

**Interviews:** w/c 17 February.

Please note, the closing and interview dates are a guide only and applications may be closed if we receive a high number of submissions. Interviews made also be held ahead of the guide dates. We advise to submit applications as early as possible to avoid disappointment.

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