



# Troubadour

## BRENT CROSS STUDIOS

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### RECEPTION ASSISTANT

#### JOB DESCRIPTION

Troubadour Theatres is a company which specialises in large-scale installation venues. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for an experienced, hard-working and motivated Receptionist Assistant to join our team at Brent Cross Studios.

#### KEY RESPONSIBILITIES

##### Visitor welcome

- As the first person to meet visiting company members, contractors, staff and visitors as they enter the venue, be a welcoming presence, ensuring that any information that needs to be passed along is done so in the correct way.
- Refer to the diary to be aware of any visitors coming onto the Venue each day, and who they are expecting to meet.

##### Site security

- Oversee access control to the site, ensuring that the gate is opened for authorised persons only.
- Ensure that all persons in the venue are signed in and inducted, and that all persons sign out as they leave.
- Ensure that the gates are closed following deliveries to site, as well as tracking and monitoring of deliveries to site.

##### Fire safety

- Ensure that the fire panel is in show mode at the correct times according to the operation of the venue.
- Monitor the fire panel, reporting any discrepancies to the Studio Manager.
- Should the fire panel enter alarm mode, respond in accordance with the venue's evacuation procedures.

##### General tasks

- Answer the phone, dealing with queries and directing calls to the correct person in the venue.
- Keep the various logs updated, including lost property and deliveries.
- Carry out basic admin tasks to assist the venue management team.
- Sign radios in and out to the correct people.
- Replenish sign in sheets ahead of the next day.

- Update the handover document to ensure that all members of the team are kept in the loop with the day's information.
- Keep the reception area clean and tidy at all times.

## **PERSON SPECIFICATION**

### Essential:

- A positive attitude with a high level of self-motivation and ability to work on your initiative.
- Calm under pressure and able to multitask.
- Strong time management and able to prioritise.
- Excellent attention to detail.

### Desirable:

- A keen and active interest in film, theatre or arts in general.
- Experience of working in a busy reception environment.
- Switchboard experience.
- IT- literate- Troubadour uses Google Drive and Gmail, so experience with these systems could be beneficial.

## **CONTRACT TERMS**

- Casual, Zero Hour Contract.
- Variable shift pattern between Monday and Sunday including evening, weekend, overnight and Bank Holiday work as required by the business.
- The hourly rate of pay will be £11.05 plus holiday pay.