

JOB DESCRIPTION

JOB TITLE	Estates Admin Assistant
TYPE OF CONTRACT	6 months fixed-term contract starting asap Full-time post
RESPONSIBLE TO	Front of House Manager
GRADE AND SALARY	Grade 1 £21,295 - £23,969 (pro-rata) Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week 9.30 am - 5.30 pm Monday to Friday with an hour unpaid towards lunch
KEY WORKING RELATIONSHIPS	Estates Manager / Facilities Coordinators, Drama School, Academic Services staff, teaching staff, students and casual staff
INTERNAL	
EXTERNAL	Box Office system supplier (Spektrix)
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 3 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days (pro-rata) plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems

	that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(5) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(6) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(7) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(8) REWARDS MARKETPLACE	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

The primary focus of this role is to provide excellent customer service to LAMDA's audiences, staff, students and stakeholders and work proactively with other departments to ensure that financial targets from ticket sales, hires and bar income are achieved or exceeded.

There is also a year-round programme of public performances at LAMDA, in the existing Linbury Studio, and, from spring 2017, in our two new theatres, the 200-seat Sainsbury Theatre and the flexible Carne Studio Theatre, seating up to 120. There are also occasional off-site showcases and screenings as well as internal LAMDA events, such as graduation and student-led events throughout the year. The post holder will be responsible for ensuring the smooth and safe running of all these activities at Talgarth Road and for liaison with any external venues.

DUTIES AND RESPONSIBILITIES

- Dealing with all LAMDA incoming telephone queries
- Dealing with all queries through the Facilities phone
- Putting together the daily absences for Admissions and issuing reports
- Re-stocking merchandise
- Provide admin support for Events
- Managing the following inboxes:-
 - Customer Service
 - Estates
 - Box Office
 - Hires
- Logging any incoming Facilities issues on a call logging system

Customer Service Desk (Email & Phone)

- Responding to all Customer Service Requests in a timely fashion

- Ensuring all calls are dealt with and, where necessary, directed to the appropriate department/person in a fast and polite manner
- Completing the daily absence report to the Admissions team, this involves being the point of contact for students to report absence and for the Admissions team to be sent accurate reports
- To manage the Customer Service Desk via systems like Every and Celcat, to ensure all requests for support and assistance gets to the correct person or team to resolve

Box Office (Email & some face to face)

- To handle bookings, ticketing enquiries and any problems in a calm, tactful and helpful manner, referring queries to other staff or departments to be resolved if required.
- To ensure that customer records are entered, maintained and updated accurately in accordance with Data Protection legislation.

Estates (Face to face, some email)

- To cover the Estates Reception, dealing with 'walk-ins, emails and calls relating to Estates issues
- Logging and managing the issues on a call logging system called Every, ensuring the relevant people and shift has the current call
- Running reports relating to Every

Hires & Events

- To check and manage the Hires mailbox ensuring all queries are dealt with in an efficient and friendly manner
- To liaise with the Space Management Officer to check the availability of rooms for external hire and confirm when hires have been agreed.
- To ensure, with the Estates team that rooms being hired for events are clean, set up as required and left as found at the end of the hire period.
- Assist the FoH Manger with any admin duties for Events

Merchandise

- Ensure the full range of LAMDA merchandise is fully stocked at all times

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Excellent customer service skills, and the ability to deal efficiently, tactfully and politely with a range of people</p> <p>Excellent attention to detail</p> <p>Good general computer skills and fully conversant with MS Office</p>		CV/Cover letter/ Interview
KNOWLEDGE	Demonstrable knowledge and experience of Health & Safety requirements for places of public entertainment		CV/Cover letter/ Interview
EXPERIENCE	Experience of working in a Front-of-House role in an arts organisation, events venue or visitor attraction	<p>Box Office management experience</p> <p>Familiarity with Spektrix</p> <p>Experience of operating a bar in an arts or events venue</p> <p>Experience of computerised Box office systems at administrator level</p>	CV/Cover letter/Interview
QUALIFICATIONS	Educated to degree level or vocational equivalent	<p>A personal licence (training may be provided if the successful applicant does not already hold this)</p> <p>First Aid qualification (training may be provided)</p>	Certificates (If applicable)
QUALITIES	<p>Enthusiastic, highly motivated and positive attitude</p> <p>Able to take responsibility and act in a calm, reassuring manner</p> <p>Natural problem-solver</p>		CV/Cover letter/ Interview

	Ability to work under pressure and think quickly		
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ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA’s approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student’s unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA’s new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy’s President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine,

Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.