

ART ACADEMY

LONDON

Job Description

JOB TITLE: Evening and Weekend Duty Officer – job share

JOB TYPE: Part time 38.75 hrs / 2 weeks – 40 weeks p.a.

SALARY: £15,000 p.a. pro rata

CONTRACT TYPE: Permanent

LOCATION: Mermaid Court, 165a Borough High Street, SE1

RESPONSIBLE TO: Operations Coordinator

MAIN PURPOSE OF POSITION

The Evening and Weekend Duty Officer(s) will be the first point of contact for students, tutors and models in the evenings and at weekends and have overall responsibility for ensuring the safety and security of the premises and those within it at these times. Evening and Weekend Duty Officer(s) will also undertake tasks for the Operations, Public, Academic and Marketing teams as required.

The role will include meeting and greeting new evening class students, answering queries from students, tutors, models and members of the public/ visitors, running our art supplies shop and securing the buildings at the end of classes.

The role is term time only and shift based. Each shift will consist of 5 evenings and Saturday and Sunday, 38.75 hours a week. Ideally, candidates will be requested to work at least two shifts a month in a job share.

In order to fulfil their duties, those in this role will need to be able to work under their own initiative and actively keep up to date with information about all of the Academy's educational programmes and other activities.

This role will include first aid and fire marshal training as well as training on our internal systems. The successful candidate(s) will be required to undergo a DBS check.

PRINCIPLE FUNCTIONS AND RESPONSIBILITIES

- Act as receptionist, answering general enquires in person and on the phone, advising and promoting Academy courses and programmes.
- Be the first point of contact for students, tutors and models answering queries and resolving any issues that arise.

- Be responsible for the safety and security of the premises and those within it.
- Be the onsite first aider and fire marshal.
- Be an onsite officer providing assisted evacuation for disabled visitors.
- Be responsible for securing all Art Academy buildings at the end of classes/ shift.
- Operate the Academy shop, selling art materials to students and taking payment for course materials.
- Organise last minute replacement models for classes when required.
- Run the Academy 'Meet and Greets', instructing new evening class students at the start of term.
- Assist with registering students for open life classes.
- Assist the Academic team with basic admin and data entry tasks.
- Assist with other tasks as required.

PERSON SPECIFICATION

Essential Experience

- Experience of administrative systems.
- Basic experience of IT systems including familiarity with Google Drive and CRM.

Essential Skills

- You will be highly organised in the management of your work.
- You will be good at managing your time.
- You will be able to resolve problems you encounter in your own work and help resolve problems encountered by students and staff.
- You will be adaptable and flexible, able to respond positively to the changing demands of a dynamic organisation with a small staff body.
- You will be happy to work under your own supervision.
- You will be numerate and have good written English.
- You will have good communication skills, be confident, outgoing and approachable while able to understand when you need to be sensitive and discreet in dealing with students.
- You will be helpful and positive in dealing with staff, students, models and members of the public/visitors, including having patience when dealing with enquiries and questions.
- You will be reliable.

Desirable Experience

- Experience in a customer-facing role and/ or similar role in an educational institution.

- Have a fine art education and/ or knowledge of a variety of fine art techniques and processes.

Hours

The work would be shared between two staff members. Each would be requested to work during 4 terms of 10 weeks each on the following days:

Monday to Thursday 5.15pm – 9.45pm;
Friday 5pm – 9pm;
and Saturday and Sunday 9.30am – 5.15pm.

Terms typically run:

Term 1: Mid/ end September to end November/ start December

Term 2: Mid/ end January to end March

Term 3: Mid/ end April to end June/ start July

Term 4: Mid/ end July to mid September

A degree of flexibility would be needed to ensure that a member of staff is on duty for all shifts during the 40 weeks, including being able to cover unassigned shifts during periods of absence of the second officer. There might be additional support needed on up to 10 days during the year.

To apply please send your CV and cover letter to jobs@artacademy.org.uk.