

JOB DESCRIPTION

POST: Receptionist

REPORTING TO: HR Manager

OTHER WORKING RELATIONSHIPS: Academic and Support Staff

MAIN PURPOSE OF POST: As the first point of contact at Reception, the postholder represents the School in a friendly and professional manner, delivering an efficient and high-quality service to staff and students while ensuring all visitors receive a warm and welcoming experience.

DUTIES

1. To welcome and ensure that all guest artists and external visitors to the School are signed in and issued with a visitor's pass and to inform the relevant member of staff that their visitor has arrived.
2. To organise refreshments for external visitors as required.
3. To be responsible for keeping the leaflets and marketing information up to date in the reception and foyer area.
4. Operate the school's telephone system, answering any generic enquiries where possible and ensuring that all other enquiries are dealt with in a professional, courteous manner.
5. Be responsible for managing the school's info@nscd.ac.uk email address on a daily basis and to forward emails onto the relevant member of staff.
6. Receive the incoming post, signing for deliveries for the School and distribute to the relevant department.
7. Be responsible for franking any external post in time for the daily post collection.
8. To monitor and manage the student heat/ice pack system.
9. Assist Marketing with mailing out the School's prospectus and updating the Marketing database with the details.
10. To manage, Ticketsolve, the School's box office system on a daily basis, adding shows, selling tickets and booking seats for performances in the School's Riley Theatre for staff, students and members of the public along with assisting in the collection of information and maintaining and updating the customer database, ensuring GDPR and data protection policies are upheld. This may involve working the occasional evening/weekend during performances to assist with Box office open hours. Support with the production of reports on ticket sale trends.
11. Manage the School's merchandise by taking orders and payments providing accurate information to the Finance Department.

General

- To act as fire marshall, following the School's fire evacuation procedure for the reception area in the event of an emergency evacuation.

NORTHERN SCHOOL OF CONTEMPORARY DANCE

- To act as one of the School's recognised qualified first-aiders, ensuring that the relevant training is undertaken and maintained.
- To provide general administrative support as and when required.
- Undertake staff development where necessary.
- To follow the School's Code of Practice in matters such as Health and Safety, Equal Opportunities and Safeguarding.
- Follow all agreed Quality Assurance Systems within the School.

Receptionist Person Specification

	Essential Criteria	Desirable Criteria
Education/Qualifications	• Educated to GCSE standard in English and Maths. • Hold a recognised IT qualification in Microsoft word/excel.	
Experience/Knowledge	• Relevant experience of working as a receptionist or in a public facing role. • Experience of representing an organisation.	• Box office and/or front of house theatre experience. • Experience of working with students/young people.
Skills required	• Excellent telephone and verbal communication skills. • Good IT skills particularly in word and excel. • The ability to problem-solve and use own initiative.	• Hold a recognised first-aid qualification.
Personal requirements	• Be friendly and approachable. • Be able to work unsupervised in a busy environment. • Be honest and reliable. • Maintain excellent time-keeping and attendance. • A willingness to become part of a small, committed and enthusiastic team.	
Safeguarding	• Have proven knowledge, skills, experience and qualifications, and any other requirements needed to perform the role in relation to working with students and vulnerable adults.	

TERMS AND CONDITIONS

Full terms and conditions of employment will be supplied to the successful candidate, but in brief these are:

Place of employment: NSCD, 98 Chapeltown Road, Leeds LS7 4BH

Hours of work: Minimum of 37 hours per week
Normally, Monday to Friday 8.30am – 4.30pm

Remuneration: £24,999

Contract: Permanent

NORTHERN SCHOOL OF CONTEMPORARY DANCE

Probation:	6 months
Leave entitlement:	25 days, plus 8 bank holidays and up to 3 discretionary days between Christmas and New Year.
Period of notice:	1 month on either side
Pension:	West Yorkshire Pension Scheme (16.3% employer contribution)
Other benefits:	Free on-site car park Staff training and development opportunities Free or reduced-price tickets for Riley Theatre schools' performances. Health Shield (work-place health cash plan)

Equal Opportunities

The School is committed to providing non-discriminatory and harassment-free working environment for our employees. All School employees are expected to have due regard for those policies when carrying out their duties.

Equality, Diversity and Inclusion

NSCD believes that diversity and a diverse workforce is critical to its future development. As an equal opportunities employer we actively encourage interest from suitably qualified and eligible candidates regardless of sex, age, race, cultural background, disability, sexual orientation, gender identity, religion or belief.

Safeguarding

NSCD follows Safeguarding provision and all staff require a full DBS check. NSCD is committed to safeguarding and promoting the welfare of students and vulnerable adults and expects all staff and volunteers to share in this commitment.

Health and Safety

All employees will maintain a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health and Safety policy/local rules/codes of practice relating to Health and Safety.

Environment & Sustainability

Northern School of Contemporary Dance recognises and is aware of its Social, Economic and Environmental responsibilities. The post holder is required to minimise environmental impact in the performance of the role and actively contribute to the delivery of LJMU's Environment and Sustainability Policy.

At NSCD, we strive to create an environment where all students, staff and visitors feel welcome, valued and empowered to succeed.

July 2026