



....teaching music, changing lives!

Job Title: Music Centre Receptionist

Region: Bracknell/ Newbury/ Reading/ Windsor/ Wokingham music centres

Primary Job Purpose

Ensure the ongoing musical success of the region through:

- Managing the reception desk at the Music Centre
- Ensuring the Music Centre is running smoothly and that fire safety and first aid procedures are followed
- Ensuring excellent customer service to students, parents and visitors

Maestros' primary customers include parents/carers, children, schools, wider community music and Early Years' groups.

Accountable to: Music Centre Development Manager

Principal responsibilities

1. Ensure all students and visitors sign in and out at reception
2. Take the temperature of students in line with Covid19 procedures
3. Set up rooms ready for teaching where necessary
4. Report student absence to teaching staff
5. Liaise with staff, student and parents ensuring the smooth running of the centre.
6. Ensure the Music Centre is tidy and equipment stored away at the end of the centre.
7. Report any problems relating to equipment and Covid19 procedures.
8. Oversee evacuation of centre in emergency situations e.g. fire
9. Provide first aid in cases of emergency
10. Maintain good working relationships with staff, students and parents
11. Ensure the safe dispersal of children at the end of their lesson/music activity ensuring that you are handing primary aged students directly into their parents care as you sign them out of each centre.
12. Any other duties commensurate with the post that may be assigned by the CEO.

	Criteria	Essential/ Desirable
Skills and Abilities	<ul style="list-style-type: none"> • Excellent customer service skills • Strong communication and interpersonal skills • Excellent telephone manner • Trained as Fire Marshall and First Aider • Proficiency in Microsoft/ software applications 	E E E D E
Experience	<ul style="list-style-type: none"> • Experience in dealing with customer enquiries • Able to work independently and with initiative • Able to create and maintain positive relationships with internal and external customers 	E E E
Knowledge	<ul style="list-style-type: none"> • Knowledge of providing support to customers • Knowledge of dealing with sensitive/ confidential matters 	E E
Personal attributes and other requirements	<ul style="list-style-type: none"> • Able to work additional hours as may be required • Flexible approach to work <p>Berkshire Maestros is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to an Enhanced Disclosure and Barring Service (DBS) check. Berkshire Maestros takes the responsibility of child protection very seriously and checks the suitability of staff and volunteers to work with children. Berkshire Maestros is an equal opportunities employer.</p>	E E

Berkshire Maestros Vision

All children and young people in Berkshire will experience an inspirational, high quality musical education.

Berkshire Maestros Core Values

- Ambition and access for every child and young person
- Excellence in practice
- Commitment to our partnerships and community working
- Respect, professionalism and investment in our colleagues
- Effective and evolving communication
- Positive and proactive approach
- Determination to drive continuous improvement and embrace change