

English Folk Dance and Song Society

Receptionist

The English Folk Dance and Song Society (EFDSS) is seeking a Receptionist to join the operations team at Cecil Sharp House.



BACKGROUND INFORMATION

The English Folk Dance and Song Society is the national development organisation for the folk arts: music, song, dance, storytelling, and related customs and traditions. We champion the folk arts at the heart of England's rich and diverse cultural landscape.

We deliver programmes of learning and participation, artist development and networking for educators:

- online and at a range of venues across England, and sometimes beyond
- through our arts venue, Cecil Sharp House
- through our internationally significant library and archive

The English Folk Dance and Song Society is a National Portfolio Organisation of Arts Council England, and is a registered charity (number 305999).

Cecil Sharp House (CSH) is a 1930s Grade II listed building, purpose built to be the home of the English Folk Dance and Song Society and the Vaughan Williams Memorial Library. The Library is England's national folk music and dance archive and 'the most important concentration of material on traditional song, dance and music in the country' (Designation statement - Museums, Libraries and Archives Council, 2011).

We are proud of our partnerships with Black Lives In Music, Attitude Is Everything, Queer Folk and The Feminist Folk Club. We celebrate the diverse folk community and strive to provide a programme that welcomes all, from long standing audiences to people first experiencing folk. Our commitment to diversity and inclusion is imbedded in all that we do, including micro grants and bursaries for emerging artists, focusing on people from under platformed groups, our Queer Folk ceilidhs and the VWML's work on Gypsy Roma Traveller resources.

The busy EFDSS performance programme at CSH has included some of the biggest names in folk music – Peggy Seeger, Martin & Eliza Carthy, Shirley Collins, Catrin Finch & Seckou Keita, Martin Simpson and Kate Rusby as well as international and new and emerging artists. The venue is also a regular host of many dance, music and theatre events, and large scale externally hired conferences and festivals. The building itself has also appeared in films, television programmes, as a location for fashion shoots and for recording music.

There is a thriving Education Programme which encompasses adult learning courses such as the Cecil Sharp House Community Choir and Folk Music Workshops, family events including Family Barn Dances, plus a youth programme including the National Youth Folk Ensemble, London Youth Folk Ensemble, and Folk Unlimited creative music sessions for disabled young people and young adults.

Cecil Sharp House offers five main spaces which can be hired for both folk and commercial activities like public concerts, dance classes, theatre, dance & orchestra rehearsals, trade fairs and exams. Regular clients include the BBC, The London Symphony Orchestra, English National Opera, Phil McIntyre Entertainment, Ceilidh Club and many other orchestras and theatres. CSH is a wedding reception venue and is a unique corporate and private entertainment venue.

In 2013 the building was made step-free with the installation of a lift and refurbishment of public areas. This now enables access to all floors including the offices, enabling greater access to our events and facilities. A restoration of the main space, Kennedy Hall, took place during 2015/16 with hearing loops installed into this and one other hall. Streaming equipment was installed in 2023 providing Kennedy Hall and Trefusis Hall with the ability to produce events for hybrid audiences. Development to create a further 2 spaces for EFDSS activities and hires is planned for 2024.

JOB DESCRIPTION

Job Title: Receptionist

Based at: Cecil Sharp House, 2 Regent's Park Road, London, NW1 7AY

Responsible to: Venue Operations Manager

Summary Job Purpose:

To ensure a welcoming and safe service to all visitors to Cecil Sharp House, assisting with the smooth running of all the Society's administration, communications and sales activities.

KEY RESPONSIBILITIES:

RECEPTIONIST & GENERAL ADMINISTRATION

- To provide a welcoming, safe and efficient reception and general information service to all visitors & hirers at Cecil Sharp House.
- To administer entry to the Vaughan Williams Memorial Library
- To ensure that the main entrance and lobby areas are always presentable and safe and to liaise with the Caretaker or Venue Operations Manager when necessary throughout the day on maintenance issues.
- Be aware of and adhere to security legislation and best practice
- Where possible, to assist the Caretaker in setting up rooms and equipment for hirers before the building opens to the public each morning.
- Acting as the first point of contact for all face to face and phone enquiries forwarding to the appropriate member of staff when needed.
- To assist the Operations Director in the implementation, development and ongoing maintenance of visitor services & security procedures and policies for this position.
- To ensure the smooth and efficient running of all the administrative functions within the Receptionist remit such as lost property queries, logging deliveries, receiving and sorting post, and preparing post for collection.
- To help ensure that the EFDSS recycling and waste disposal procedures are adhered to by visitors and staff.
- To understand the procedures for other administrative functions within the Society such as Hires and Membership so that enquiries related to those areas can be dealt with when necessary.
- To work within the guidelines of the EFDSS Records Management Policy, ensuring any information keeping and data cleansing which may be appropriate to post and ensuring that any records kept adhere to General Data Protection Regulations.
- To complete an End of Shift report summarising the day's events including number of visitors to Vaughan Williams Memorial Library and other organisations/activities within Cecil Sharp House eg. the cafe, classes, events and workshops and details of tickets sold.
- Monthly first aid checklist/ordering stock.
- Knowledge of the fire detection system/carrying out evacuations of the building.
- Maintaining disabled access memberships and reserving seats/parking spaces as required.
- To be a key holder for the building and check that fire exits are unlocked prior to opening each morning if a Duty Manager/Caretaker is not on shift.
- Liaise with the marketing team to ensure that all promotional print material in the house is kept well stocked and up to date.
- To take sales on the telephone and in person within specified working hours, ensuring a consistent level of service in a courteous manner
- To monitor and answer emails to the box office.
- To open the box office at the start of each day, checking that the computer and chip and pin pad are all working

- To ensure the reception area is tidy and well-presented throughout the day, restock and reorder items when necessary.
- To listen to answerphone messages and to call back customers throughout the day.
- To prepare merchandise sales for postage.
- Ensure a smooth handover of events outside working office hours to the Duty Management team in order to offer first class service to visitors, external promoters and internal stakeholders
- To support the Operations team with any public events happening during their working hours.
- Be informed about the retail products, including books, CDs & educational resources, to impart knowledge to customers.
- Dispatching orders, organising stock and carrying out quarterly stock takes.
- Responding to customer queries about retail items, orders and dealing with any issues that arise.
- Encouraging visitors to sign up to the EFDSS mailing list, to make donations and to gift aid donations where appropriate.
- Updating stock with new products as and when needed.

Other

- Be an Ambassador for the Society.
- Carry out any other duties that may be reasonably requested.

PERSON SPECIFICATION

Who you are:

- A warm and friendly person who enjoys meeting and engaging with a wide range of people
- Punctual and good with time keeping
- Physically able to assist with room set up (i.e. moving chairs and tables) when required
- Able to work in a busy environment – the reception is the main hub of the building
- Keen to ensure that everyone is made to feel safe and welcome in our building
- Happy to work with other members of the team or on your own
- Able to prioritise and focus on key tasks even at busy times
- Willing to undertake first aid and other safety training

What we can offer:

- In house and accredited training to help you develop your skills
- A team dedicated to diversity and inclusion in our staff team who are ready to discuss any accommodations or support you might need
- Career development for those interested in pursuing a career in arts management
- Free access to gigs and education programmes provided by EFDSS

CONDITIONS OF EMPLOYMENT

Salary:	£23,933
Hours:	35 hours per week, Monday to Friday, excluding lunch breaks. Usual working hours are 9am – 5pm Monday-Friday. Due to the nature of this role, your hours may be scheduled between the hours of 8am and 8pm, including weekends. Overtime is not paid but Time Off In Lieu (TOIL) is given
Holidays:	25 days per annum plus statutory public and bank holidays.
Probation:	3 months
Term:	Permanent

HOW TO APPLY

At the English Folk Dance and Song Society we strive to be an Equal Opportunities employer and to ensure that no person is unfairly discriminated against in our recruitment and selection policies and procedures. We are committed to diversifying our workforce to better represent society and we follow guidance on positive action in recruitment from the Equality and Human Rights Commission and the Equality Act 2010.

We encourage people from under represented groups to apply for this role and are happy to provide support throughout the application process to ensure that the recruitment process is accessible to all. We recognise that this role does not require specific arts or charity experience and welcome applications from anyone who feels that they would be a good fit.

For **further information** about our work and to download the full Job Description please visit our website: efdss.org

We want to hear from you in your own words, so please apply using whatever format that best suits you – CV plus covering letter, application form, video, or something else entirely!

We just ask that your application answers these questions:

1. Why do you want this job?
2. What skills or attributes do you have which are most relevant to this role?
3. What success(es) from work, study or volunteering that you are most proud of?

Please also make sure that you fill out two simple forms – **contact information** and **equal opportunities monitoring** – both of which can be downloaded from efdss.org/about-us/work-for-us/vacancies

Applications should be submitted via email to recruitment@efdss.org

Closing date for completed applications is **Monday 20th May at 9am**. Interviews will be held at Cecil Sharp House or via Zoom.