

JOB DESCRIPTION

JOB TITLE	Customer Service Officer
TYPE OF CONTRACT	Permanent, Part-time
RESPONSIBLE TO	Front of House Manager
COUNTERSIGNING MANGAER	Estates Manager
GRADE AND SALARY	Grade 2 £17,986 to £20,244 pro-rata (£25,181 to £28,342 FTE) 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	8.30 to 13.30 hours; Monday to Friday 25 hours per week
KEY WORKING RELATIONSHIPS	Admissions, Box Office, Estates, Front of House, Drama School Operations, Students and all Staff
INTERNAL	
EXTERNAL	Contractors, Visitors/Guests and Visiting professionals
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days 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) MATERNITY, PATERNITY AND ADOPTION PAY	Enhanced maternity, paternity and adoption pay will be made for eligible employees
(4) 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

(5) 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
(6) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(7) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(8) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(9) 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
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(11) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket
(12) 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

- To be part of the welcoming team for LAMDA
- To provide 5 star Customer Service to all guests
- To act as a first response to requests for assistance and relay accordingly within your Key Working Relationships where possible
- To support the Estates Team where required

DUTIES AND RESPONSIBILITIES

- Work closely with:
 - Estates
 - Front of House
 - Space Management
 - Admissions
 - Visitors and Guests are greeted and assisted
 - Swipe cards for students and staff are issued; maintaining accurate records

- and producing reports where necessary, disabling lost and returned cards.
- Any other reasonable request is completed
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- To support the Health & Safety of the School, specifically in relation to evacuation procedures and practices during term time, or when an event is on
- Greeting all building users with a smile and a positive 'can do' attitude ,creating a lasting impression on all visitors
- Act as a concierge service as and when required i.e escorting people to a specific location, giving out directions and relevant building information
- Maintaining security of the building by providing passes to visitors
- Accepting post, parcels and packages and making sure it goes to the correct department
- Dealing with couriers and deliveries, ensuring they are moved from the reception area in a timely manner
- Ensuring the reception and foyer is looking tidy and presentable at all times
- Notifying appropriate people that a visitor has arrived to see them
- Keeping track of the people arriving for appointments
- To undertake any other duties that may reasonably be requested by the Estates Manager
- Liaising with relevant parties to ensure all VIP's are attended to
- Liaising with relevant departments to ensure all relevant access needs of courses and school groups are met
- A visible and reassuring presence in the foyer, the post holder will be based at the reception desk but you will be expected to be mobile and proactive in greeting visitors to the building
- To undertake any other duties that may reasonably be requested by the Estates Manager

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.

This post is subject to an Enhanced DBS check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Excellent verbal communication</p> <p>Excellent written communication</p> <p>Problem solving attitude</p> <p>Good IT skills</p>	<p>Experience in stock and cash handling in an organisation</p> <p>MS Office skills is preferred</p>	CV/Cover letter/ Interview
KNOWLEDGE	<p>Knowledge of customer service methods and processes</p> <p>Knowledge of general health and safety regarding the public</p>	<p>Knowledge of Service Desk Software</p> <p>Knowledge of a ticketing system</p>	CV/Cover letter/ Interview
EXPERIENCE	<p>Previous experience in a customer facing service desk</p> <p>Working in the theatre/entertainment industry</p>	Experience working in an educational environment	CV/Cover letter/Interview
QUALIFICATIONS		<p>Qualified First Aider</p> <p>Qualified Fire Marshall</p>	Certificates (If applicable)
QUALITIES	<p>Great interpersonal skills</p> <p>Confidence in creating a relationship with customers</p> <p>Empathetic and supportive and willing to help</p>		CV/Cover letter/ Interview

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.

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.