



Royal Conservatoire
of Scotland

Job Description

Job Title	Client Services Assistant (21 hours per week)
School/Department	Finance, Estates and CPU
Job Holder	Vacant
Responsible to	Client Services Manager
Date	March 2017

1. Job Purpose

You will be required to work as a member of the Client Services Team and assist in all aspects of the Client Services operation at our Renfrew Street (RS) and Wallace Studios (WS) campuses in order to provide a service that meets the Conservatoire's needs on a daily and long term basis for both internal and external customers.

2. Duties and Responsibilities

Reception: Responsible for assisting in the maintenance of an effective reception area for the Conservatoire. Client Services will provide reception for the Staff and Student / trades-mans entrance on a daily basis, and also at the main Reception Desk during events and performances out-with normal office hours. Duties include:

- Welcome all visitors to RS and WS with courtesy and in accordance with Conservatoire procedures
- Provide general information, dealing with enquiries and liaising with staff, students, outside organisations and the general public
- Provide effective communication to staff ensuring timely passage of messages and information to all who have a need to know
- Operate the computerised Room Booking System for staff, students and outside organisations
- Sort and distribute all incoming and outgoing mail, acting as a messenger inside and outside the building as required



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- Accepting delivery of items/supplies to the Conservatoire, transferring them to appropriate areas and checking all items leaving the Conservatoire, according to the laid down procedures
- Accepting and storing lost property and dealing with associated enquires
- Maintaining first aid room/stock, provide initial first aid to staff, students and the general public (only applicable if have had First Aid Training)
- Maintain accessible lighting and bulb stock
- Operating switchboard as required

Events: Assist in the smooth running of events. Duties will include:

- Arranging, as directed, the setting up requirements for events, rehearsals, meetings, performances and functions including transportation of equipment for external performances. This will include moving and arranging instruments etc. and may from time to time involve travelling and staying away from home overnight.
- Assisting with events ensuring compliance with all statutory rules and regulations concerning public safety with particular regard to emergency procedures in the event of an evacuation being necessary
- Conducting guided tours, school visits and induction tours for staff and students
- Assisting outside agencies, orchestras, other staff and catering/cleaning services with regard to performance requirements
- Arranging the distribution and display of publicity material and monitoring such displays throughout the Conservatoire

Building Operations: Assisting and dealing with all aspects of security including:

- Operation of CCTV system
- Security checks and patrols of all Conservatoire premises including external areas
- Operation of all Conservatoire alarms, daily locking up and security procedures, management of keys for all areas including student lockers and instrument cages
- Routine maintenance as directed including the inspection and reporting of faults in accordance with Conservatoire procedure
- Conduct weekly fire test, reset gas and boilers
- Estates, working with and assisting all Estates Departments (Maintenance, Domestic, Venue Tech and AV).
- Such other duties as required and delegated by Line Managers and supervisors



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3. Scope of the Job

Financial: Not applicable

Staff: Not applicable

Others: Liaise with external organisations that utilise venues within the Conservatoire outside office hours and at the weekends.

4. Context

Operating Environment:

Client Services provide logistical support to all departments within the Conservatoire.

Internally, the Conservatoire is an intense, student-centred environment in which students are regarded as professionals in training. Performance is the Conservatoire environment.

Framework and Boundaries:

As a member of the Estates Department you will be required to work within the Conservatoire Strategic Plan, the Conservatoire Regulations, Health and Safety Regulations, Policies and Procedures and Quality Assurance processes required by the Conservatoire as well as the appropriate departmental policies.

You will be expected to actively engage in health and safety and to be responsible for your own health and safety in the course of your work.

5. Relationships

Line Manager(s): Client Services Manager

Regular daily contact with the line manager to discuss workload and activities and with Client Services Supervisors during evening shift patterns

Staff Management:

Not Applicable



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Other Contacts:

a) Within the Conservatoire: All staff, students and general public. Orchestras and outside agencies hiring the Conservatoire venues.

b) Outside the Conservatoire: Liaise with outside agencies for Conservatoire and outreach events.

6. Knowledge and Experience

Qualifications:

Desirable:

- Customer service training.

Skills and Experience:

Essential:

- Must present a good public image and communicate in an effective and business-like manner with all levels of staff.
- Experience dealing with the public. (i.e. reception duties)
- Experience in support/client services provision (i.e. mail, transport, catering, security, room & equipment)
- Ability to deal with a variety of tasks, multi-tasking
- Ability to use initiative/minimum supervision
- Accuracy and Attention to details
- Strong Oral skills
- Written Skills (i.e. able to record/pass messages & instructions)
- Able to work in a team
- Customer/Client Focussed – approachable, friendly, diplomatic
- Ability to work in partnership with people at all levels – internally & externally
- Flexibility/Adaptability
- A driving licence with a maximum of 3 penalty points

Desirable:

- Experience in events (i.e. events organisation, client liaison, tours etc.)
- Experience of HE and/or performing arts/theatre environment
- Sound IT skills
- Knowledge of Health & safety Legislation and practices



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7. Complexity

The post will be worked on a flexible time basis to cover evening and weekend duties as required.

Meeting customers differing requirements and sometimes working concurrently long hours.

8. General Responsibilities (all staff)

a) Health and Safety

- To take care of your own health and safety at work and that of other persons who may be affected by your work activities.
- To apply at all times best practice in health and safety. You must safeguard the health and safety of all persons affected by the work activities you supervise at any premises you have control over.
- To work in the safe manner in which you have been trained and instructed and to advise your line manager of any health and safety issues you become aware of.

b) Policies and Procedures

- To familiarise yourself with the detail of the Conservatoire's Policies and Procedures and to actively ensure adherence.

c) Use of equipment and other appliances

- To take fullest care in handling, operation and safeguarding of any equipment, vehicles or appliance, used or issued by the Conservatoire or provided or issued by a third party for individual or collective use in the performance of your duties.

d) Dignity at Work and Study

- To uphold the Conservatoire's Dignity at Work and Study policy and practices and to treat all colleagues, students and contacts with respect and in accordance with the values of the Conservatoire.
- To promote and deliver excellence in services that value all staff and students.
- To recognise and acknowledge the potential multiple barriers to participation and success that exist for applicants, students and staff with care experienced backgrounds; those with caring responsibilities; and



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those with protected characteristics, and to work with colleagues across the Conservatoire to collectively identify ways in which the barriers can be reduced and eliminated

e) Personal Development

- To continuously enhance best practice in your area, undertaking training and Continuous Professional Development as appropriate.

f) Information Technology

- To implement security measures to protect against unauthorised access to, alteration or disclosure of information held on computer and to ensure adherence to the principles of the Data Protection Act and appropriate IT policies and procedures.
- To undertake any training in the operation of new technologies and associated systems as required.

g) Vision

- To promote and adhere to the Conservatoire Vision. (as detailed below)

9. Additional Information

Client services staff operate a seven day working week and you will be required to cover shifts where necessary to meet the Conservatoire business needs. Flexible time arrangements will cover evening and weekend duties as required will be agreed in advance with the Client Services Manager.

The Royal Conservatoire of Scotland has a policy on widening access, and has instigated a number of initiatives aimed at increasing participation from students from under-represented groups.

Should you wish to discuss any aspect of this role informally, please contact John Bellingham, Client Services Manager on j.bellingham@rcs.ac.uk.

10. Our Vision

To be Scotland's globally-recognised and inspirational leader in learning for the performing arts, attracting and nurturing the best Scottish and international creative talent.



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As a Board of Governors, staff and student team, we embrace and are motivated by:

- Inclusivity, diversity and individuality.
- Disciplinary excellence and innovative cross-disciplinary collaboration.
- Breaking down barriers and challenging boundaries.
- The advancement of creative citizenship and leadership across the performing arts for our nation and for the world.

As a member of staff you will be expected to actively embrace these principles and demonstrate them in the course of your work.

Our Strategic Plan is based on the following four pillars:

1. Driving focused excellence.

We will:

- Create a culture of continuous professional development, to enhance and enrich the experience of our students and staff.
- Ensure that we deliver choice and flexibility to our students and embed pedagogical skills throughout our curriculum.
- Attract outstanding teachers and artists of international repute, who will act as a magnet for outstanding students.
- Apply technology to enhance our students' learning experience and to make us more efficient and effective.
- Deliver advancement and scholarship campaigns to support the development of a world-class creative campus and to attract and retain the best artists, teachers and researchers.
- Further enhance the quality, reach and impact of our research.
- Develop a sector-leading approach to improvisation through our curriculum.

2. Promoting diversity.

We will:

- Diversify art forms and disciplines, enrich the pool of talent, and connect more widely and deeply with diverse communities.
- Develop ground-breaking RCS Community Centres of Excellence through great partnerships.
- Nurture the talent of more of Scotland's young people, so as to increase their choices and opportunities.



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3. Advancing lifelong learning.

We will:

- Nurture talent, creativity and active citizenship in all of our students.
- Develop excellence in the Junior Conservatoire, connecting us with more talented young people through focused and active partnerships with schools and key stakeholders
- Innovate our open access programme to contribute to the well-being and fulfilment of individuals of all ages and backgrounds.

4. Embracing our role as a national and international performing arts institution.

We will:

- Inspire and engage young people through creating a Teach Arts for Scotland programme, promoting excellent performing arts teaching in schools.
- Recognise and celebrate excellent arts teaching in Scotland's schools.
- Create an International Advisory Board to help realise our vision and advance our values on the world stage.
- Build partnerships and new relationships nationally and internationally.
- Be a national and international advocate for education in the performing arts