



Royal Conservatoire  
of Scotland

## Job Description

<b>Job Title</b>	<b>Client Services Supervisor</b>
<b>School/Department</b>	Finance, Estates and CPU
<b>Job Holder</b>	<b>Vacant</b>
<b>Responsible to</b>	Client Services Manager
<b>Date</b>	<b>August 2021</b>

### 1. Job Purpose

You will assist the Client Services Manager in the running of the Client Services operation at our Renfrew Street (RS) and Wallace Studios (WS) campuses. You will provide a service that meets the Royal Conservatoire's needs on a daily basis and will supervise the Client Services team and act as duty manager as required.

### 2. Duties and Responsibilities

Duties will include:

#### Reception

- To provide a professional and courteous welcome to all staff, students and visitors to RS and WS.
- To act as switchboard operator as required.
- To provide a messaging service to key members of RS and WS staff in their absence.
- To monitor and answer door access system while at reception.
- Providing a reliable and accurate flow of operational information to enable the efficient use of facilities and resources.
- To provide administrative support to the Head of Technical Production including inputting data into the production budget database and monthly credit card reconciliation.

## **Client Services**

- Devising and monitoring work rotas four weeks in advance for client service staff operating at RS and WS in accordance with programme schedules.
- Sorting and distribution of all incoming and outgoing mail, acting as a messenger inside and outside the buildings as required accepting delivery of items/supplies RS and WS, transferring them to appropriate areas and checking all items leaving RS and WS according to the laid down procedures
- Procuring equipment as directed by Client Services Manager using the PECOS ordering system.
- Arranging and conducting guided/H&S tours, schools visits and induction tours for staff and students as directed.
- Accepting and storing all lost property and dealing with associated enquiries.
- Assisting in the maintenance of the first aid room/stock, provide initial first aid to staff, students and the general public.
- Ensuring performance standards, ongoing training and development and other supervisory tasks for Client Services Assistants working at RS and WS, under the direction of the Client Services Manager.
- Assist in the induction and training of staff with particular emphasis on customer care, building security and health and safety.
- Assisting the Client Services Manager with the compilation of reports for management as required
- Provide supervisory cover at RS and WS Campus as required to cover staff leave and absence as required by Client Services Manager.

## **Events Management** - assisting in the supervision of events.

- Acting as duty manager for events on a rota basis including the supervision of the reception area, security, other staff and artists.
- 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.
- Ensuring that setting up requirements for events, rehearsals, meetings, performances and functions are in place - this could mean travel and overnight stays for outside performances.
- Liaising with other staff and catering and cleaning services with regard to performance catering functions.
- Arranging for distribution of all publicity material and monitoring foyer displays.

## **Building Operations**

- Assist our clients with the operation and demonstration of:
  - Automated Velux Windows.
  - Automatic electric blinds
  - Sound and lighting systems

- Operation of Deaf Alert pagers
- Operation of all Conservatoire alarm systems, Kaba System, supervision of daily locking up procedures, management of keys and Kaba cards for all areas including student lockers.
- Operation and monitoring of CCTV system, organisation of security checks and patrols of all premises including external areas.
- Supervise the weekly fire test and emergency lighting tests and reset gas boilers.
- Maintenance and fault reporting- ensure faults and maintenance issues are reported timeously and accurately
- Estates, working with and assisting all Estates Departments (Maintenance, Domestic, Venue Tech and AV). Such other duties as required and delegated by the Client Services Manager, Buildings Operation Manager and Head of Estates.

#### **Other Duties**

- Participate in the Conservatoire's Goals Setting and Career Review process
- Undertake any other reasonable duties as required by the Client Services Manager, Building Operations Manager and Head of Estates as required.

### **3. Scope of the Job**

**Financial:** Not Applicable

**Staff:** Supervision of the Client Service Assistants deputising for the Client Services Manager as appropriate.

**Others:** Liaison with outside organisations that hire venues within the Conservatoire.

### **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: Client Services Manager**

Daily contact with Supervisor to ensure daily planning of client services.

### **Staff Management:**

No direct line management responsibilities however supervision of Client Services Assistants.

### **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:

#### **Essential:**

- A good standard of education or equivalent skills and experience

#### **Desirable:**

- Customer service training.

### Skills and Experience:

#### **Essential:**

- Strong oral and written communication skills
- Good IT skills
- Experience in supervision of staff
- Experience in support/client services provision (i.e. mail, transport, catering, security, room & equipment)
- Experience dealing with clients and the public
- Ability to organise workload including timetabling activity
- Ability to multitask
- Ability to work under pressure
- Ability to use initiative/minimum supervision
- Accuracy and attention to detail

- Must present a good public image and communicate in an effective and business-like manner with all levels of staff
- 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
- Driving, must have a driving license 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
- Knowledge of Health and Safety Legislation and practices

<p><b>7. General Responsibilities (all staff)</b></p>
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**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 Statement and practices and to treat all colleagues, students and contacts fairly and with mutual respect and in accordance with the values of the Conservatoire.
- To provide a work and study environment where all students and staff are free from discrimination and intimidation.
- 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 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)

<b>8. Additional Information</b>
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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.

<b>9. Our Vision</b>
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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.

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.

### **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