

Job Title: Receptionist (Full-time)
Location: Futureworks, Manchester
Reporting to: Facility Manager
Pay: £16,000 to £17,200 p.a.
Start Date: Monday 2nd October 2017

Company Info

Futureworks Media School provides education and training in sound, music, film, TV, games, design & 3D animation. At our purpose-built school in Manchester, UK, our students benefit from extensive practical experience in cutting-edge studios, learn from experienced professionals, and get direct support from industry employers. Courses range from 2 days to 3 years, and include undergraduate degrees and professional training for individuals and organisations.

Job Summary

The post holder will have responsibility for the successful operation of Futureworks' main reception, handling incoming calls and greeting visitors to the Riverside campus whilst maintaining a professional front of house service at all times.

The post holder will be required to liaise with the Facility Team, Student Services and the Administration Team to provide administrative support as required, including the processing of student payments and updating the student database in accordance with company policy.

Representative Work Activities

- Answering the telephone and taking and forwarding messages.
- Enforcing company security procedures.
- Greeting visitors to reception and handling their enquiries appropriately.
- Ensuring the reception area is presentable at all times.
- Updating the student database in accordance with company policy.
- Processing student payments.
- Handling ingoing and outgoing post.
- Contacting students via telephone and SMS regarding lesson cancellations and bookings.
- Recording student engagement.
- Liaising with site management.
- General administrative support as required.

Quality Indicators

- Work is carried out on time and to standards agreed with Line Manager.
- Ability to prioritise own tasks within a framework set by the nature of the tasks in hand.
- Able to provide a high quality customer service, relaying accurately factual information and ensuring that, as far as is possible, an appropriate message is conveyed.
- Knowledge of, and adherence to, the organisation's Health & Safety and Equal Opportunities policies.

Applications should be in the form of a CV and covering letter and addressed to the Facility Manager quoting reference **REC290817**. Applications can be sent via email to work@futureworks.ac.uk or via post to: *Facility Manager, Futureworks, Riverside, New Bailey Street, Manchester, M3 5FS*