



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Receptionist and Theatre Support Assistant, School of Performance and Cultural Industries, Faculty of Arts, Humanities and Cultures



Salary: Grade 3 (£23,581 – £24,600 p.a *pro rata*, depending on experience)

Reporting to: Ms Linda Watson

Reference: AHPCPC1074

Location: Main University Campus. We are open to discussing flexible working arrangements.

30 hours per week, ongoing contract, post available from 1st January 2025.

Reception and Theatre Support Assistant School of Performance and Cultural Industries

Overview of the Role

Do you have excellent communication and interpersonal skills? Do you have previous experience in a customer-oriented role and an interest in working with a wide range of people? Are you a well organised and adaptable individual with a commitment to providing an excellent student and staff experience?

As a Receptionist and Theatre Support Assistant, you will work on the front-desk of the School of Performance and Cultural Industries (PCI) to provide a first point of contact for students, staff and visitors and to support the stage@leeds Theatre box office booking system. Your role will be essential in promoting a feeling of belonging to all who visit, work and study in the School. You will maintain up-to-date information on the PCI/stage@leeds building, School staff and essential contacts in University support services in order to assist and redirect school visitors to appropriate support as required. You will also update the stage@leeds and stage@leedsDigital social media feeds.

With a professional, customer-oriented approach and a can-do attitude, you should be able to communicate effectively with a wide range of people. Excellent IT skills, with the ability to use the Microsoft Office suite (Word, Outlook, Excel) and experience using social media are also essential to the role. You will also possess the willingness to undertake further training and development as necessary.

The hours of work are Monday to Friday, 9am to 3.30pm. Flexible hours of working (evenings and weekends) may be required on occasion to facilitate the School's performance schedules, for which time in lieu will be given.

Main duties and responsibilities

As a Reception and Theatre Support Assistant, your main duties will include:

- Providing a first point of contact for all students, staff and visitors to the School of Performance and Cultural Industries, responding to enquiries in a



polite and helpful manner and directing as necessary to the correct office or University support service;

- Greeting and directing visitors, students, staff and estates staff to offices, teaching rooms and performance spaces as appropriate;
- Dealing with general enquiries using your knowledge and training;
- Maintaining the School's reception area, ensuring a professional and welcoming look, ensuring that displayed information is up to date and producing useful display information to assist staff, students and visitors;
- Monitoring the pci@leeds and stage@leeds inboxes, responding to or redirecting queries as necessary;
- Liaising with the Estates team to report faults and order items (i.e. door name plates and keys, etc.) upon request;
- Monitoring stationery and paper supplies and reordering when necessary and assisting with basic purchasing duties
- Receiving deliveries and goods receipting;
- Distributing received mail to staff pigeon holes or forwarding on as appropriate and arranging sending of outgoing School post;
- Providing basic maintenance and support of School equipment, such as photocopiers, reporting issues as necessary;
- Monitoring and updating School social media feeds;
- Operating the stage@leeds box office software;
- Overseeing and assisting with room bookings for PCI-owned spaces;
- Note-taking/minuting for the School's Sustainability Blueprint team meetings and other ad-hoc meetings where required;
- Observing, promoting and upholding good health and safety practices and a safe working environment.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

Qualifications and skills

Essential

- Previous experience of working in a customer-orientated role;



- Excellent communication and interpersonal skills, including a confident and tactful approach;
- Good organisation skills with the ability to respond to multiple demands;
- Ability to use own initiative and work without close supervision;
- Excellent IT skills, including proficient use of the Microsoft Office suite;
- Previous experience of monitoring and updating social media feeds;
- Ability to work efficiently to a high level of accuracy and attention to detail;
- Flexible and adaptable approach to work with willingness to develop skills relevant to the role.

Desirable

- Previous experience of working in a Higher Education environment or large complex organisation;
- Previous experience of a front desk receptionist role.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Ms Linda Watson, Research Support Officer

Tel: +44 (0)113 343 8713

Email: L.M.Watson@leeds.ac.uk



Additional information

Find out more about the [Faculty of Arts Humanities and Cultures](#).

Find out more about the [School of Performance and Cultural Industries](#).

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University

As an international research-intensive university, we welcome students and staff from all walks of life. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the School of Performance and Cultural Industries we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the 'Accessibility' heading on our [How to Apply](#) information page or by getting in touch by [emailing HR via hr@leeds.ac.uk](mailto:hr@leeds.ac.uk).

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending. Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.



Salary Requirements of the Skilled Worker Visa Route

G3 - This role is not eligible for Skilled Worker visa sponsorship. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>

