

JOB DESCRIPTION



Job Title:	Casual Receptionist
Locations:	39 Elmbank Crescent, Glasgow Scottish Opera Production Studios, 40 Edington Street, Glasgow

Main purpose of job:

To be first point of contact for all visitors to Scottish Opera's premises at Elmbank Crescent and Edington Street, and to operate the telephone switchboard to ensure effective communication between staff and external callers.

Key accountabilities:

- To operate the switchboard system according to Company protocols to ensure all telephone calls are dealt with quickly and efficiently.
- To coordinate information on the availability of staff, and coordinate concise messages as required.
- To act as the point of contact for visitors and deliveries to the company, advising others of arrangements as necessary, and ensuring that the relevant company procedures are followed.
- To manage ordering and stock levels of general stationery and photocopier supplies.
- To be responsible for informing appropriate colleague(s) of any required maintenance of the office buildings, IT and telecommunications systems, machines or other equipment.
- To manage the reception electronic calendar, including the reservation of meeting rooms.
- To undertake general administrative duties including but not limited to data input, managing databases, typing, photocopying, filing, writing letters, management of mail outs.
- To oversee and support colleagues with incoming/outgoing mail requirements as appropriate.
- To provide occasional administrative support to departments within Elmbank Crescent.
- To undertake the duties of Fire Warden for the premises. Appropriate training will be provided.

Person Specification

The ideal candidate for this role will possess the following:

Demonstrable experience in a receptionist, administrative or secretarial role;
Confident and professional telephone manner;
Effective oral and written communication skills – including letter writing;
Experience of diary management;
Ability to manage conflicting priorities;

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Experienced user of Microsoft Office applications;
Neat and professional appearance; and
Be reliable, and a good timekeeper.

Preferred but not essential:

Experience of database management
First Aid at Work Certification

Additional Information

Scottish Opera has a small number of casual workers who fill short- term requirements when there are temporary increases in workloads, to cover holiday periods and short-term absences. We wish to add a couple of people to our list who will be available to provide additional cover when required. There is not any minimum commitment expected from individuals, but they do need to be reliable, once they have accepted a short period of work from us.

The normal office hours are Monday to Friday, 9.30 am to 5.30 p.m. Receptionists may be required to start work earlier at 8.30 am, if working at Elmbank Crescent.

Hours of work will vary depending upon our operational requirements. The Company will make every effort to provide reasonable notice of working hours, but this may not always be possible.

The rate of pay is £8.50 per hour.