



Reception and Admissions Manager (Full Time)

Job Description

The Lir Academy:

The Lir Academy at Trinity College Dublin, which opened its doors in September 2011, was developed by a partnership of the Cathal Ryan Trust and Trinity College Dublin. It is formally associated with the world-renowned Royal Academy of Dramatic Art (RADA) in London. The Lir aims to train young actors, designers, directors, playwrights, stage managers and theatre technicians to the highest international standards for careers in the theatre and allied professions. The Lir offers a three-year Bachelor in Acting (Hons) degree, a three-year Bachelor in Stage Management (Hons) degree, a one-year Foundation Diploma in Acting & Theatre and one-year Master of Fine Art programmes in Playwriting, Stage Design (including set, costume and lighting) and Theatre Directing. A range of short courses are also being offered and further courses are planned.

The training offered by The Lir is closely linked to the ever-changing needs and directions of the theatre industry. The Lir has also fostered close links with the allied professions of film, television, radio and new media. The Lir is housed in an exciting new building at Grand Canal Dock, designed specifically for the range of courses it offers. It features a flexible black box studio with a seating capacity of more than 130, as well as smaller performance studio, a dance studio, technical workshop, scenic art workshop, wardrobe workshop, design studio and a range of flexible teaching spaces to suit the training needs of The Lir's young theatre practitioners.

All full-time students at The Lir are fully registered students of Trinity College Dublin and all degrees and diplomas are conferred by Trinity.

Position Overview:

The Lir is now seeking to appoint a Reception and Admissions Manager on a full-time basis.

The Reception and Admissions Manager will be a key member of a team that includes a full-time Director, Director of Administration, Director of Technical Training, Director of Marketing, Head of Construction, Head of Stage Management, Foundation and Short Course Director, Director of Development, Venue and Events Manager, Head of Scenic and Props, Head of Lighting, Production Manager, part-time Finance Officer and part-time Receptionist. This team is complimented by part-time Resident Theatre Director and Designers and a team of part-time teachers, all of whom maintain direct connections to professional theatre, TV and film.

An Academic Director, currently Prof. Brian Singleton, is seconded by Trinity College to work with all Lir staff to ensure that courses continue to meet Trinity's academic standards and requirements.

Post Summary:

The Reception and Admissions Manager will work directly with The Director of Administration who is responsible for the smooth running of the Academy's operational functions and admissions process. The Reception and Admissions Manager will also be required to offer administrative support to other staff members as needed.

Principal Duties and Responsibilities:

Reception Management

- First point of contact for the general public managing our info@thelir.ie email during office hours and directing queries to appropriate staff members as required.
- Handle telephone enquiries from the general public on our main office line.
- First point of contact for Lir staff and teaching staff, which would require student attendance record management, Wi-Fi code distribution, assistance with class room allocation and key card activation.
- First point of contact for The Lir student body, which requires equipment sign out, absence request filing and minor first aid treatment.
- Handle box office queries and bookings using our Ticket Solve system.
- Keeping our customer relationship management programme (Hubspot) up to date.
- Supervise part-time reception staff

General:

- Carry out day-to-day office tasks (photocopying, ordering of stationery and office supplies, drafting letters and memoranda)
- Library and resource room management.
- Maintenance of office communications systems; liaison with IT system support companies according to the needs of The Lir
- Booking flights & accommodation for full time staff and teaching staff as required.
- Processing of post for The Lir
- Meetings set up
- Other duties as required by The Director of Administration and other staff members.

Admissions Management (Postgraduate, Undergraduate and Short Course Admissions)

- Handle telephone and email enquiries from applicants.
- Administer the processing of course applications and short course bookings.
- Prepare schedules for auditions and manage audition days.
- Short course administrative support
- Deputy Designated Liaison Person (DLP) during short courses in line with our Child Protection Policy.

Financial/Bookkeeping

- Keep accurate records of incoming revenue from short courses and application fees.
- Establish and maintain accurate filing systems.

Person Specification

Qualifications, Knowledge & Experience

- At least two years experience working in a busy office environment. Previous administration experience in the arts (specifically theatre) or education sector would be considered an advantage.
- PR or marketing experience would also be beneficial.
- Good working knowledge of MS Office suite including Word, Excel, Access and PowerPoint.
- Good administrative and business support skills with proven ability to multi-task
- Strong ability to organise and work effectively under time pressures and on own initiative.
- Have the ability to forward plan and anticipate problems before they arise.
- Strong written & verbal communication.
- Display strong attention to detail and concern for accuracy.
- Ability to work both independently and as part of a small team.

Competencies

- Oral communication: convincing and confident when speaking to others; comes across as welcoming and approachable in manner
- Written communication: an ability to communicate effectively in writing. Documents are clear, concise and error-free.
- Good organisational skills.
- Interpersonal skills: ability to interface effectively with the general public; fosters good working relationships; can work effectively in a multi-cultural bilingual environment.
- Conscientious: is accurate in their work and pays attention to detail.
- Deadline oriented: can handle multiple tasks simultaneously and meet deadlines
- Resourceful: can work on own initiative; knows where to find information/help and can problem solve
- Flexibility: can operate flexibly within a busy work environment.
- Team worker: can operate effectively as part of a team.
- Analytical skills: can identify a problem and propose a solution.
- Motivated: displays a 'can-do' attitude; is committed to The Lir and wishes to contribute to its development

Salary Scale:

€25,000 per annum

Working hours:

General working hours are Monday-Friday, 9.00am – 5.00pm.

Application details:

Interested candidates should submit a letter of application and a full CV to anne.fitzpatrick@thelir.ie

Application timeline:

Closing date for receipt of applications: Friday 11th May 2018 @ 5pm

Interviews:

Selected candidates will be expected to make themselves available for interview in Dublin on Thursday 17th May 2018

Further information:

anne.fitzpatrick@thelir.ie