

Receptionist (Full-Time)

Job Description

The Lir Academy:

The Lir Academy at Trinity College Dublin, founded in 2011, is seeking to appoint a key member of the administrative team on a full-time basis. The role of Receptionist offers a broad insight into the daily operations of The Lir Academy. The Lir Receptionist is positioned at the heart of the academy and is key to ensuring a welcoming, informative and supportive environment for the general public, staff and students alike.

The Lir was developed by a partnership of the Cathal Ryan Trust and Trinity College Dublin in association with the world-renowned Royal Academy of Dramatic Art (RADA) in London. We train young actors, designers, directors, playwrights, stage managers and theatre technicians to the highest international standards for careers in the theatre and the allied professions of film, television, radio and new media. The training we offer is closely linked to the ever-changing needs and directions of the performing arts industries. The Lir is housed in a purpose-built facility at Grand Canal Dock, designed specifically for the courses we offer. It features a flexible black box studio with a seating capacity of 130, as well as 2 further performance studios, a dance studio, technical workshop, and a range of flexible teaching spaces to suit the training of The Lir's young practitioners.

The successful candidate will join the Lir Administration team that includes the Director of Administration, Finance Officer, Academic Administrator, Admissions and Short Course Manager and Events and Operations Manager.

ROLE SUMMARY:

The primary role of the Receptionist is to act as the first point of contact for the general public, staff and students on a daily basis. The Receptionist is also required to offer administrative support to all departments as required but will report directly to the Director of Administration who oversees the internal operations of The Lir Academy and its administrative functions.

Main Duties and Responsibilities:

- First point of contact for the general public managing our info@thelir.ie email during office hours and directing queries to 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.
- Handling card payments for other general items such as merchandise.

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.
- Taking minutes.
- Compilation and distribution of weekly staff newsletter.
- Acquiring performance rights for Lir productions.
- Ensuring the role manual is kept up to date.
- Other duties as required by The Director of Administration and other staff members.

Person Specification Qualifications, Knowledge & Experience

- 1-2 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 one's 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:

€25,000 per annum

Working hours:

General working hours are Monday-Friday, 9am - 5pm.

What we offer

- 20 days holidays per year, plus an additional 5 days at Christmas.
- Cycle-to-Work Scheme
- TaxSaver Rail Tickets
- EAP (Employment Assistance Programme)
- Complimentary tickets to all Lir Academy Theatre Performances
- Regular invites/discounts to external theatre Industry events: including plays/shows / performances etc.

The Lir Academy prides itself on providing all our staff, students and guests with a vibrant, dynamic and safe working environment. As a company we are committed to welcoming an inclusive and diverse range of people into our organisation. The Lir Academy is an equal opportunities employer and we do not discriminate based on gender, ethnicity, sexual orientation, religion, civil or family status, age, disability or race.

How to Apply:

All applications will be overseen in the strictest of confidence by The Lir's Director of Administration, Anne Fitzpatrick.

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

Application timeline:

Closing date for receipt of applications: **5pm Monday 11th December 2023**

Interviews: in Dublin, Monday 18th December 2023

Preferred starting date: January 3rd 2024

Selection methods:

Short-listing of candidates will be on the basis of the information contained in their CV and covering letter.

Further information: recruitment@thelir.ie