

Receptionist (Full Time)

Job Description

About 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 Academy 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 Academy 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 two 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's Administration team including the Director of Administration, Finance Officer, Academic Administrator, Venue and Events Manager and Admissions and Short Course 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, who require student attendance record management, Wi-Fi code distribution, assistance with classroom allocation and key card activation.
- First point of contact for The Lir student body, who require equipment sign out, absence request filing and minor first aid treatment.
- Handling box office queries and bookings using our TicketSolve system.
- Handling card payments for other general items such as merchandise.

General:

- Carrying 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 Academy
- Booking flights and accommodation for full-time staff and teaching staff as required.
- Processing of post for The Lir Academy
- Meetings set up
- Taking minutes
- Compilation and distribution of weekly staff newsletter
- Acquiring performance rights for Lir productions
- Other duties as required by the Director of Administration and other staff members

Person Specification Qualifications, Knowledge and 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 and 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 multicultural 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:

€23,000 - €25,000 per annum

Working hours:

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

Application Details:

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 Friday 20th May 2022**

Interviews: in Dublin the week of the 23rd of May 2022

Preferred starting date: 1st June 2022

Selection methods:

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

Pending Covid-19 restrictions, candidates who are short-listed will be expected to attend for an interview at The Lir Academy in Dublin the week of the 23rd of May 2022. Alternative interviews over Zoom will be implemented if certain restrictions are re-introduced.

Further information: recruitment@thelir.ie