

**Receptionist, Unilever House**  
**Royal Academy of Arts (based in Blackfriars from July 2015)**  
**£22,000 plus attractive benefits, two year fixed term contract**  
**45 hours per week: Monday – Friday, 8.30am – 5.30pm**

### **About the Royal Academy of Arts**

The Royal Academy of Arts is one of the UK's foremost arts institutions; our purpose is to be a clear, strong voice for art and artists. We are famous for our world-class exhibitions including *David Hockney: A Bigger Picture* and *Sensing Spaces: Architecture Reimagined*. It is a particularly exciting time in our history; as we approach our 250<sup>th</sup> anniversary in 2018, we are embarking upon a series of major investments that will transform our physical and digital infrastructure and our public offer.

Our Masterplan will redevelop our 2.5 acre site in Mayfair, uniting our two buildings, Burlington House and Burlington Gardens; providing refurbished galleries, a state-of-the-art auditorium, a new learning centre and a dedicated Collections gallery. The Masterplan works will begin in July 2015, when staff will move to a temporary home at Unilever House.

### **About this role**

A fantastic new opportunity has arisen for a receptionist to join the RA while we are based at Unilever House for the next two years. The welcoming face of the RA, you will be the friendly and helpful first point of contact both in person on the reception and over the phone.

A bright and bubbly personality, you will greet and engage with all visitors warmly, anticipating their needs and making them feel comfortable. You will oversee a busy reception area, ensuring the smooth running of appointments. You will provide exceptional customer service, along with seamless facilities support. Efficient and with high standards, you will take pride in ensuring the reception area and meeting rooms are well organised and immaculate.

### **About you**

Polite, discreet and professional at all times, you will be a resourceful problem-solver, with the ability to think on your feet. Team-orientated and confident, your excellent communication skills will enable you to build effective working relationships with internal colleagues across departments.

Well-presented and approachable, you will demonstrate a flexible attitude to work, proactively offering support. An excellent time keeper, you will have the ability to multi task and possess strong attention to detail. You will have proven IT skills, with an excellent grasp of the Microsoft Office suite, and prior experience of working on reception.

### **How to Apply**

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website <http://www.royalacademy.org.uk/careers>

**Closing date for applications: 17 June 2015 (midnight)**  
**Interviews to be held: 24 and 25 June 2015**

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Receptionist</b>
<b>Department:</b>	<b>Human Resources</b>
<b>Reports to:</b>	<b>Director of Human Resources</b>

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## **MAIN OBJECTIVE**

Welcome visitors to the RA at Unilever House, ensure the smooth running of the reception area, and provide administrative support as required.

## **MAIN DUTIES**

1. Greet all visitors warmly, anticipate their needs and make them feel comfortable (offer refreshments and take their coats etc.); provide a friendly and helpful first point of contact both in person and over the phone.
2. Ensure that the reception desk, public areas and meeting rooms are maintained and operated in a professional and courteous manner at all times.
3. Adhere to building policies and procedures for visitors; ensuring correct protocol is followed by all.
4. Answer and connect calls – or take messages when appropriate.
5. Book and manage meeting rooms.
6. Organise taxis or couriers when necessary.
7. Assist with the distribution of post.
8. Respond to all enquiries in a timely, professional and polite manner.
9. Maintain shared Outlook calendars, ensuring that all relevant staff are informed of appointments.
10. Provide general administrative support as required and maintain accurate, logical and standardised visitor records and administrative systems.
11. Be a flexible member of the team and proactively offer support and a high level of customer service.
12. Build effective working relationships with Departmental Executive Assistants and Administrators.
13. Ensure the reception desk is covered at all times by appropriate colleagues; be responsible for organising the rota of cover for lunch breaks and annual leave.
14. Ensure that Health and Safety policies, procedures and regulations are known, understood and complied with by you, and any visitors and suppliers.
15. Adopt a flexible attitude to undertaking any other duty that may reasonably be allocated by the line manager.

## **PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS, EXPERIENCE AND PERSONAL QUALITIES**

- At least 1 years' experience of working on a busy reception.
- Well-presented, polished and professional, with an excellent telephone manner.
- Friendly, approachable and helpful; warm, welcoming and a quick thinker.
- Excellent interpersonal and communication skills – confidence to communicate and liaise effectively, attention to detail, patience and tact.
- Strong administrator, with exceptional organisational skills.
- Proven IT skills to include a good understanding of the Microsoft Office suite.
- Excellent time keeping and the ability to multi task.
- Good team player – willingness to work closely with colleagues in providing high quality customer service.
- Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information, and suggesting different and improved ways of working.
- A problem-solver and solution-orientated.
- Hard work ethic, willingness to go the extra mile and take pride in output.
- An interest in visual arts.