

Job vacancy

● Front of House Receptionist

... **The Society**

The Royal Geographical Society (with the Institute of British Geographers) is the learned society and professional body for geography and geographers. It is also a charity and a membership organisation. The Society was founded in 1830 and has been one of the most active of the learned societies ever since. It was pivotal in establishing geography as a teaching and research discipline in British universities and continues to play a key role in geographical and environmental education.

The Society is a leading world centre for geographical learning – supporting education, teaching, research, professional practice and scientific expeditions, as well as promoting public understanding and enjoyment of geography and providing advice to policymakers.

The Society has an international membership of approximately 16,000, 31 specialist research groups, and a programme of activities that extends far beyond its membership to broad engagement with more than three million people per year. Over 200 lectures, conferences and other events are organised each year including a major four-day Annual Conference, a programme of popular lectures, professional development for geographers, and policy-related discussions.

The Society also publishes, under contract, scholarly journals and the popular *Geographical* magazine. It empowers others through a programme of grant-giving in support of research, fieldwork and expeditions, and teaching. The Society's information resources include its historic geographical Collections of maps, images, books, manuscript archives and artefacts.

The Society offers professional accreditation to members through Chartered Geographer status.

The Society is based in a listed building in its own grounds in Kensington opposite Hyde Park, and operates nine regional branches in the UK and two overseas. There are 62 permanent full-time staff, together with part-time, temporary and volunteer staff.

Applicants are strongly recommended to familiarise themselves with the current work of the Society set out on our website: www.rgs.org

The position

The Royal Geographical Society (with IBG) is seeking to appoint a Front of House Receptionist. The Society's Front of House staff are part of the Commercial and Fundraising Team, which has responsibility for the day-to-day running of the premises, and facilitation of all internal and external event bookings and use of the Society rooms.

More than 150,000 visitors come through the Society's doors each year to enjoy both the Society's own resources and activities, and the events of a wide variety of not for profit and commercial organisations who hire the 750 seat Ondaatje Theatre and other of the Society's fine rooms. The Front of House Receptionist is the vital first point of contact for callers, visitors, members, staff, and tenants, as well as undertaking administrative duties in support of the team operation of the premises and the efficient use of its rooms.

The Front of House Receptionists work as a flexible team. They complement each other and support the wider team in both event management and operation. The post requires a broad knowledge of the Society's activities in general, plus a more detailed understanding of the work handled by the various departments of the Society, and its tenants. Close attention to the weekly programme of activities is critical, together with awareness of unpublicised activities and of future events.

Salary and application details

This is a full time, permanent contract. The salary range for this post is £27,675-£28,550 per annum, pro rata depending on experience and qualifications. The post is based in Kensington, London.

There are a range of benefits at the Society which include the following:

- 35-hour working week with core working hours between 10.00am and 4.00pm
- 25 days annual leave per annum plus public bank holidays
- Society closure between Christmas and New Year, in addition to the basic annual leave allowance
- Pension scheme - 3% employee, 7.5% employer
- Group Life Assurance at four-times basic annual salary
- Free annual eye test
- Free annual flu vaccination
- Cycle to work scheme
- Free 24-hour Employee Assistance helpline with available counselling support

The Society aims to be an equal opportunities employer.

To apply please email HR@rgs.org with a copy of your CV and a covering letter explaining your suitability for the post and how you fulfil the selection criteria, along with the monitoring form.

Applications must be received by **9.30am on Thursday 27 August**.

We thank, in advance, all candidates for applying and regret we are unable to write separately to those who are not selected for interview.

Job description for the post of Front of House Receptionist

Post: Front of House Receptionist
Department: Commercial and Fundraising
Responsible to: Venue Hire Sales Manager

Location: South Kensington

Purpose of post

The Front of House Receptionist will help deliver the provision of an efficient and welcoming service as the first point of contact with the Society, together with other administrative duties in support of the teams operation of the premises and the efficient use of its rooms.

Duties and responsibilities

The sections below describe the main areas of activity for the role:

Reception

- Ensuring that Reception is always staffed between 9.00am and 5:30pm on weekdays, in conjunction with the fellow Front of House Receptionist on duty and other members of the team.
- Receiving visitors to the Society arriving at Reception, ensuring that security procedures are followed, and directing them as necessary to the appropriate rooms. Assisting visitors with enquiries and requests; calling on the appropriate members of staff when necessary.
- Demonstrating sufficient security awareness in respect of visitor access to the building (off site training for SIA door supervisor licence will be provided).
- Reminding staff, tenants and volunteers to wear staff badges for reasons of security and supplying temporary badges as necessary.
- Keeping the reception area, internal and external tidy at all times.
- Controlling and refreshing the stock of Society publications, leaflets, information about Society events and other relevant material held within display racks at Reception.
- Maintaining accurate and up to date events information on printed events listings and video screen within Reception.
- Booking and taking payments from members wishing to use meeting rooms in the Members' room.
- Booking car park spaces in the front forecourt for visitors.

Event support

- Supporting Society and external events outside of normal working hours involving either early morning starts or late evening finishes. Duties will include welcoming and supporting external event organisers to ensure that the Society delivers a high quality of service to its customers. Overtime will be paid for these additional hours and sufficient notice will be provided
- Handling of enquiries and recording bookings for the Society's own meetings and events on the events database.

Switchboard

- Operating the telephone switchboard, receiving, and disseminating calls helpfully, quickly, and efficiently.



Administration

- Recording new staff, tenants, and volunteers onto all relevant contact lists.
- Ensuring that the Society's Safety Policy is read and understood, and all relevant contact details are recorded on the contact database.
- Conducting Health and Safety tours of the building with all new staff, tenants, and volunteers, including all evacuation routes to the assembly areas.
- Maintaining all Fire Emergency Evacuation boxes and restocking where necessary.
- Identifying the need for recycling collections and organising these with the recycling provider.
- Miscellaneous administrative tasks as required from time to time.

Post duties

- Sorting and franking the external post in an accurate and timely manner for the daily collection.
- Managing the franking machine via the supplier to ensure the unit is supplied with sufficient credit, supplies and the ordering of supplies.
- Arrange for courier collections by phone or online using the preferred contracted suppliers.

Other

- Act as First Aider. Training will be provided. Deputising for the building First Aid Coordinator to always ensure an adequate corps of certified First Aiders, liaising on training and maintaining first aid kits throughout the building including the reordering of supplies.
- Act as Fire Warden. Training will be provided. Deputising for the Fire Incident Coordinator to always ensure an adequate corps of certified Fire Wardens. Undertaking weekly building checks ensuring compliance with fire safety.
- Other tasks may be required from time to time by the Venue Hire Sales Manager.

Selection criteria

The following are the requirements for this post. These are the criteria against which candidates will be shortlisted and judged, and it is in your interest to ensure that you cover each of these areas in the covering letter of your application.

Essential

- Ability to deal with people from all walks of life, whether the public, Society members, distinguished guests, or contractors in a manner that reflects favourably upon the Society
- An efficient, helpful, welcoming, and diplomatic manner, and an excellent telephone manner coupled with an ability to act with authority on occasions
- An intelligent approach and genuine interest and enthusiasm for the work of the Society
- Presentable and appropriately dressed for a public facing role
- Developed sense of security awareness
- A good standard of IT literacy, particularly Microsoft Office tools, email, and contact databases
- A positive hands-on attitude
- Sensitivity to working in the voluntary sector and an understanding of what that means
- An interest in geography and in understanding the world in which we live
- Team player and strong sense of responsibility
- Honest, dependable, and reliable

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Desirable

Experience of/skills in:

- Ergonomic assessment
- Health and safety
- Fire safety
- First aid
- Audio visual
- Room set-ups