

MUSIC CENTRE RECEPTIONIST

Job Description and Person Specification

Location:	Ashford Music Centre, Highworth Grammar School, Gower House, 32 Maidstone Road, Ashford, Kent, TN24 8UB
Line Manager:	Area Manager
Working Hours:	3.75 hours on Wednesday, 33 weeks per year
Contract:	Permanent, Term time
Salary:	£25,236.80 pro rata, per annum, plus a workplace pension auto-enrolment contribution from Kent Music of up to 3% of salary. (Subject to meeting minimum requirements)
Annual Leave:	Based on the Kent Music contractual provision of six working weeks including public / bank holidays for a full year worked. Your holiday entitlement will be paid with your monthly salary. Entitlements are pro-rata for part-time employees.

1 About Kent Music

Kent Music is a music education charity and the Hub Lead Organisation (HLO) for the Kent & Medway Music Hub. The organisation is driven by a core belief that music changes lives.

We work closely with schools, colleges, cultural organisations, and other partners to ensure that learners of all ages, especially children and young people, across Kent and Medway have access to high-quality music education both in and out of school.

Informed by the National Plan for Music Education, our vision is to enable all children and young people to learn to sing, play an instrument and create music together, and have the opportunity to progress their musical interests and talents, including professionally.

Our Values

- **Creativity** – we champion creativity, nurture imagination and spark inspiration
- **Achievement** – we empower people to progress and excel
- **Inclusion** – we open doors, fostering inclusivity and accessibility
- **Awareness** – we recognise the impact of our actions and make ethical and informed choices
- **Joy** – we encourage fun, seeking enjoyment and opportunities for celebration

Kent Music's current business plan has four central aims:

1. Support schools to create the conditions where music thrives
2. Provide accessible music education pathways for all children and young people
3. Empower children & young people to pursue their musical aspirations
4. Deliver a sustainable business

Sitting across each aim is a commitment to equity, diversity & inclusion, and youth voice.

2 About the Role

This is an opportunity to support music tuition and ensembles in our music centres. This role requires interaction and engagement with customers, students, and teachers, and to be a link between the venue and Kent Music. You will also be responsible for Health and Safety in the centre and monitor participant attendance.

3 Job Description

- 3.1 Provide a first point of contact for customers as the sole receptionist for the Music Centre, welcoming and directing parents/carers, students, and staff, and fielding general enquiries
- 3.2 Oversee the completion of a weekly door list, and ensure all attendees are signed in and out as appropriate and can enter and exit the building when needed
- 3.3 Health and Safety - knowledge of fire escape procedures for venue, maintenance of first aid kit, report accidents and emergencies (training will be provided if necessary)
- 3.4 Be the centre's designated first aider, and respond to needs of attendees as necessary (training will be provided if necessary)
- 3.5 Engage with Kent Music initiatives such as Youth Voice and Inclusion
- 3.6 Work closely with the Area Manager, Area Administrator, and the centre staff to provide excellent front-facing customer service for the organisation, and to inform pupils of other Kent Music activities taking place across the county
- 3.7 Report any safeguarding issues or concerns to Kent Music's designated safeguarding officer (annual safeguarding training will be provided)
- 3.8 Be responsible for students' personal information in line with GDPR legislation
- 3.9 Any other reasonable duties as requested by the line manager

4 Person Specification

	Essential	Desirable
Qualifications and training		
Safeguarding training and knowledge of safeguarding legislation		✓
Health & safety knowledge and training		✓
First aid training		✓
Mental health first aid training		✓
Knowledge, skills, and experience		
Demonstrable experience of receptionist role in a similar context		✓
Working knowledge of and interest in music		✓
Excellent communication skills and ability to relate well to people in a wide range of roles and contexts including parents, students, teachers, and school personnel	✓	
Able to use own initiative to work in a proactive way, as well as being part of a team	✓	
Well organised and able to prioritise tasks	✓	
Friendly, polite, and professional and enjoys working with the public	✓	
Able to maintain confidentiality	✓	
Proficient in Microsoft Office applications (especially Outlook, Word, and Excel), and able to learn other platforms as required.	✓	
Kent Music attributes		
Able and willing to work flexibly across the organisation	✓	
Knowledge and experience of safeguarding and GDPR processes		✓
Commitment to equality, diversity & inclusion, and youth voice	✓	
Experience of working in the arts and/or charity sector		✓

Safer Recruitment Statement

Kent Music is committed to the safeguarding of all its learners and staff. Safeguarding is a priority, with arrangements in place to ensure learners feel and are safe during Kent Music activities.

The learner experience and individual achievement are paramount, and safeguarding initiatives are developed to impact positively upon this. Kent Music ensures safeguarding legislation and guidance are adhered to, and taken into account when developing and revising policies, procedures, and associated arrangements. Health and Safety arrangements are in place to ensure adherence to current legislation and guidance.

Applicants will be subject to recruitment and selection procedures designed to emphasise Kent Music's commitment to the safeguarding of its learners and staff. The procedures include questioning at interview stage, verification of appropriate qualifications, acquiring references, and necessary safety checks.

Kent Music has a 'Designated Safeguarding Lead' responsible for child protection, supporting staff in carrying out their safeguarding duties, and working closely with other services. Kent Music has appropriate policies and procedures in place to deal effectively with child protection and safeguarding issues, together with recording and monitoring processes.

It is a condition of employment that all staff are trained to a level appropriate to their safeguarding responsibilities. Kent Music's trustees, Senior Leadership Team, and the safeguarding working group will continue to keep abreast of developments in this area and implement arrangements to continually improve the safety and awareness of its learners, staff, and volunteers.

Diversity and Inclusion Statement

Kent Music values diversity and particularly welcomes applications from under-represented groups of the community.

To address barriers, we will consider reasonable adjustments and access requirements throughout the application and interview process. Please alert us about anything we can do to make your application and interview process as accessible as possible.