

Evening & Weekend Receptionist (Part-Time)

Job Description

Overview:

The Lir, National Academy of Dramatic Art at Trinity College Dublin, founded in 2011, is seeking to appoint a new member of its short courses team on a part-time basis. The role of Evening & Weekend Receptionist offers an exciting opportunity to contribute to the weekend and evening operation of The Lir Academy's short courses and venue rentals. The successful candidate will join The Lir's Short Courses team that includes the Commercial Director, Director of Short Courses, and Admissions & Short Courses Manager. The successful candidate will also work closely with the Events & Operations Manager with regards venue rentals and The Lir's Facilities team with regards general building operations.

Role Summary:

This role can be one role or divided into two as a job-share to allow for distribution and sharing of shifts covering evenings, Saturdays and occasional Sundays. The Lir Academy is interested in hearing from candidates who may be interested in either opportunity.

The primary role of the Evening & Weekend Receptionist is to ensure the smooth running of evening and weekend short courses and venue rentals at The Lir Academy during the hours when the courses take place (generally between 5.30pm-9.30pm Monday to Thursday, 9.30am-5.30pm on Saturdays and occasionally on a Sunday). The Evening & Weekend Receptionist will build on administrative work carried out during office hours by our administrative and short course teams to efficiently organise events and courses taking place after office hours. This is a busy role that will be integrated with short courses staff and students, administrative staff and a variety of organisations that come to The Lir Academy for venue hire. The Lir Academy prides itself on a high standard of course delivery and student success. The Evening & Weekend Receptionist will be key to this delivery, from ensuring appropriate room set up to communicating with clients both in-person and via phone and email. The position offers an opportunity to become a key part of The Lir Academy as well as engaging with the wider arts community in Dublin. The Evening & Weekend Receptionist will report directly to the Admissions & Short Courses Manager but will also work closely with the Events & Operations Manager and daytime receptionist.

Nature of Employment - including expected time commitment:

The position is regarded as part-time (basic 23 hours per week). Sunday work (approximately 15 days throughout the year) will be required from time to time in addition to the basic weekly hours required and is reflected in the salary outlined below. Occasional availability may be required for team daytime meetings with time off in lieu (TOIL). Additional hours may be required for specific venue hire events throughout the year that may fall outside normal working

hours, with time off in lieu (TOIL). This arrangement may help to facilitate professional engagements elsewhere throughout the contract. **Bank holiday weekends are guaranteed holidays throughout the year.** This role requires flexibility during summer/autumn months (mid July - early September) when evening classes end and evening working hours change to daytime hours to support the operation of daytime short courses during these months. The Evening & Weekend Receptionist will be expected to prioritise part-time work at The Lir Academy at agreed times and be available to ensure the smooth delivery of short courses throughout the year. Any absences from The Lir Academy to undertake other professional work, including theatre engagements or other teaching commitments, would be at the discretion of the Admissions & Short Courses Manager and would be negotiated in good faith.

Duties and Responsibilities:

- Be the first point of contact for staff and students during evening and weekend activities and create a welcoming and supportive environment for all.
- Ensure all rooms are prepared for evening and weekend events.
- Greet and sign-in all visitors and short courses students.
- Tend to the phone and emails during the evening shift and answer general enquiries as well as notifying teachers of absences for evening courses through the short courses email.
- Manage card payments for short course bookings and occasional box office queries through Ticketsolve.
- Assist the Short Course Manager with scheduling for short courses as required.
- Send welcome emails and timetables to short course participants, engage with tutors about class lists and additional information such as timetables, photosheets, students' monologues or musical theatre solos where necessary.
- Organise feedback forms for short courses.
- Assist in the organisation of auditions/interviews for 6-month-long courses if requested.
- Issuing certificates for courses as required.
- Work with the Events & Operations Manager to ensure safety precautions are in place and up-to-date and to maintain this standard of safety throughout the run of the evening courses, paying special attention to first aid and fire safety.
- Support the Short Courses Manager with various administrative tasks as required.
- First Aid and Fire Safety Officer
- Deputy Liaison Officer
- Occasional administrative support to other departments as necessary

In addition to Mondays through Thursday evenings and all day Saturday each week, the Sunday timetable for the 24/25 Academic Year are provisionally as follows:

- November 3rd
- November 10th
- November 17th
- December 8th

- January 12th
- January 19th
- January 26th
- February 16th
- February 23rd
- April 13th
- May 18th
- June 15th
- June 22nd
- September 28th
- Additional weekend in September/October TBC

Person Specification:

- 1-2 years experience in a similar role or customer facing position
- Administration experience in the arts (specifically theatre) or education sector would be considered an advantage
- Previous experience in health and safety delivery
- Good organisational and time management skills
- An interest in the arts and arts education, especially theatre
- Good working knowledge of MS Office suite, especially Excel
- Strong ability to organise and work effectively under time pressures and on own initiative
- Ability to multitask and remain calm in stressful situations
- 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

Annual Salary:

€18,000

Application Details:

All applications will be overseen in the strictest of confidence by The Lir's HR Manager, Jennifer McConnell. Interested candidates should submit a letter of application and a full CV to recruitment@thelir.ie

Application timeline:

Vacancy Opened for application: 18th December 2024

Closing date for receipt of applications: 15th January 2025

Interviews: In Dublin, the week of the 20th of January 2025

Preferred starting date: On or before the 4th February 2025

Selection methods:

Short-listing of candidates will be on the basis of the information contained in their CV and covering letter. Candidates who are short-listed will be expected to attend for an interview at The Lir Academy. Successful candidates should be available for day time training with the Short Courses Manager in the first week of being appointed. Further information: recruitment@thelir.ie

About The Lir, National Academy of Dramatic Arts

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 practitioners.