Hub Receptionist

Location: Gloucester
Contract: Permanent
Hours: Part-time 22 hours per week
Monday - Thursday 2:30pm - 8pm
Salary: £21,157.50 - £24,784.50 pro rata
Reports to: Operations Manager
Start Date: As soon as possible. We are keen to appoint and onboard the successful candidate at the earliest opportunity.
Closing date: Friday 9th October 2026 ***We reserve the right to close the recruitment process before this date, once a suitable candidate has been identified***

The Music Works

The Music Works is an award-winning Gloucestershire charity that uses music as a vehicle to transform the lives of young people (8–30 years) living in challenging circumstances. We work with all abilities, from absolute beginners to some of the county's most skilled emerging artists. We specialise in music technology and production, singing and songwriting, rap and beatboxing, using a range of musical instruments from guitars to Djembe drums, because we have found these approaches to be the most accessible and achieve the best outcomes.

Here's an introduction to our work: https://youtu.be/zz14_Zi2POY and our website is www.themusicworks.org.uk.

THE ROLE

As one of our Hub Receptionists, you'll work together with our receptionist team to be the friendly face of The Music Works Hub! While you are part of a shared team, you will manage the desk independently during your scheduled shifts. You'll be the first person all of our visitors see when they arrive, so you'll be the one creating a welcoming atmosphere for everyone who walks through our doors.

This role is perfect if you enjoy connecting with different people, have great organisational skills, and want to be part of a busy creative environment. You'll help keep everyone safe by managing our sign-in system and being alert to anything that doesn't seem right.

Your day will include:

- Greeting visitors with a smile and helping them find their way
- Answering phone calls and emails

- Booking in studio sessions

- Keeping our space clean, tidy, safe and well-organised
- Ensuring sessions are recorded in our system
- Doing everything you can to make sure everyone is safe

Helping with various admin tasks like organising meetings and entering data
We're looking for someone who feels comfortable talking to people, enjoys making others feel welcome, and has good attention to detail.

RESPONSIBILITIES

Managing Reception

- Be the main point of contact for all visitors, ensuring the Gloucester Hub is a friendly, helpful, welcoming and safe space for *everyone* visiting
- Make sure everyone signs in and assist anyone who needs help signing in, filling out necessary forms or navigating the facilities
- Offer and make tea and coffee to visitors who are here for a tour, interview or to meet with a member of the team.
- Answer the phone, voicemails and any enquiries the public may have, or point them to the right person in the organisation
- Reply efficiently to emails, dealing with all enquiries and requests professionally
- Take card and cash payments, as well as send and monitor remote payments for studio bookings and programme fees
- Input our PIF (participant information form) and SWEMWB (evaluation form) to our system Upshot
- Always stay on reception when open access sessions are running
- Make sure someone is on reception when you take a break
- Keep staff up to date with what's happening at the hub (workspace in use, loud sessions in event space) and offer alternatives
- Help support any volunteers or work experience placements who are on reception
- Be aware of all programmes and projects going on in and outside of The Hub so you can share information to customers about specific programmes, sessions and events
- Ensure all physical mail is dealt with promptly
- Organise any catering requests for meetings, usually booked in the workspace
- Keep the reception area really tidy and organised
- Administer elements of the Forest Hub, such as: managing bookings as well as supporting remotely with Upshot and Sign In app data

Booking the Studio Spaces

- Take bookings over the phone, email and in person from the public and staff
- Ensure all the information is correct and all the right people are invited
- Make sure the calendars are up to date with periods of school holidays and any closures
- Ensure there are no double bookings, and alert the studio manager as soon as you see one
- Update, maintain and report on all studio bookings and their specific log sheets

Reception Handover Period

- Complete the daily handover checklist with the other receptionist
- Share updates about ongoing situations (waiting calls, expected visitors, etc.)
- Report any incidents or concerns from your shift
- Brief the incoming receptionist on any important tasks that need follow-up

Maintaining the Space

- Take responsibility for the tidiness and cleanliness of the social areas, bathrooms, and workspace in The Hub, while encouraging staff to clean up after themselves too
- Keep a safe and clean reception area by complying with procedures, rules, and regulations
- Daily cleaning (loading and unloading the dishwasher, clearing the sides, emptying the bins)
- Monthly cleaning (descale kettle, coffee machine, clear out cupboards, top up dishwasher, organise tea towels)
- Weekly cleaning (fridge, wiping down the bins)
- Keep tea and coffee facilities stocked and accessible to everyone
- Following probation, become a keyholder for the building, to safely open and/or close the building

Safeguarding & Security

As the first point of contact at The Hub, you will play a pivotal role in safeguarding the building. While we don't expect you to personal handle all situations, we do expect you to be vigilant. Your responsibility is more about identifying anything unusual and promptly contacting appropriate staff rather than addressing concerns independently.

- Check who is entering the building if you don't recognise them by using our intercom system while maintaining a really friendly attitude

- Use the 2nd floor phone to check who is entering if the front door has been opened for any reason

- Ensure all visitors are signed into our system, and adhere to our safety procedures
- Alert and request support from staff of anything that doesn't seem right
- Be aware of anyone who should not be entering The Hub
- Test the City Safe Radio each morning
- Use the city safe radio to report anything concerning to the Community Police Officers
- Conduct the weekly fire alarm test (not fire drills) and log
- Check and log the fire extinguishers each week

Administration to the Wider Team

Once fully trained up on reception you will be expected to take on extra administration roles. These can vary and we will try our best to tailor these to your specific skill set. Some roles, not all, you can expect are:

- Booking in meetings for the senior leaders and heads of teams
- Organising and providing keys for staff
- Managing the parking space
- Contacting contractors like plumbers or electricians
- Providing administration support to our programmes, events and other areas of work, for example:
    - Phoning young people to organise 1-1 sessions
    - Inputting evaluation data to Upshot
    - Support with recruitment administration by replying to emails, organising interviews and organising applications
    - Sending and chasing SLAs (Service Level Agreements)
    - Ticket scanning

General Responsibilities:

- Be committed to putting young people at the heart of everything we do
- Promote and comply with all our policies and practices
- Be responsible for identifying and undertaking training and personal development
- Undertake any other reasonable duties, commensurate with the level of the post to ensure the smooth running of The Hub

What type of person you are:

- Really friendly and approachable
- A great ability to build rapport with lots of different types of people, like colleagues, contacts, and visitors (particularly young people!)

- Experience of working in a customer-facing role with a solid understanding of good customer service

- Excellent organisational skills, time keeping and attention to detail
- Ability to communicate clearly and effectively by telephone, email and in person
- Ability to work unsupervised and take responsibility
- Sound IT proficiency, including Microsoft Word, Excel or equivalent
- Strong interpersonal skills, patience, empathy, a positive approach, and respect for others
- A can-do attitude and happy to get stuck in
- Calm, flexible and resilient when working with young people

Benefits of Working with Us

- Pension is 3% of basic salary
- Lots of staff training and development opportunities
- Cycle to work scheme
- Enhanced maternity policy
- Wellbeing and social programme for staff
- Annual leave entitlement: 22 days plus bank holidays
- All the days between Christmas and New Year bank holidays off
- Your birthday off
- Staff can request additional unpaid leave throughout the year
- An amazing staff team and culture

HOW TO APPLY

Please submit your current CV and a cover letter showing how you meet the person specification and your previous experience in line with the role responsibilities.

Send your application to recruitment@themusicworks.org.uk. If you have any questions about the role, please feel free to contact us. We will only accept applications with a CV and cover letters that come directly from applicants.

Applications will be reviewed as they are received, and interviews will be held on an ongoing basis. We encourage interested candidates to apply early, as we reserve the right to close the recruitment process once a suitable candidate has been identified.

We also ask that you complete an equality form (this is anonymous and is only to help us make sure we are reaching a broad range of people).
https://forms.office.com/r/vrdJxdJs7n

The use of AI tools (e.g., ChatGPT or similar) is permitted in the application process. However, we strongly advise against copying and pasting answers from AI tools, as this often results in generic responses. We encourage you to showcase your own

experiences, voice, and style in your answers and note that this is particularly important given the communication expectations of this role.

Diversity and inclusion are at the heart of our organisation, and we promote equal opportunities. We believe this can be achieved through attracting, developing, and retaining a diverse range of staff from many different backgrounds who reflect the community we serve. **We encourage applications from all backgrounds**.

We use positive action under section 159 of the Equality Act in relation to disability or race. This means that if we have two candidates of equal merit in our process, we will seek to take forward the disabled, or global majority candidate in order to diversify our staff team.

In line with The Music Works safeguarding policy, this job is subject to enhanced DBS checks and satisfactory references.