



Customer Service and Admin Assistant

Job Description

JOB TITLE:	Customer service and admin assistant (P/T)
RESPONSIBLE TO:	Owner - Nina Minshull
SALARY:	£4269.20 per annum (£8.21 per hour)
HOURS:	10 hours a week split over 2 days. Potential for more hours over time. To include mostly after school and evening hours. Flexibility needed during school holidays times/opening hours.

About Us

Hikari Arts provides students with high quality tuition in instrumental subjects, singing, drama and Japanese language. Our lessons are accessible to both children and adults, from a wide range of backgrounds and abilities. The school is owned and managed by Nina Minshull, a Masters graduate of the University of Exeter. We are located in our own studio rooms in the beautiful Town Hall in Swindon town centre.

Hikari Arts has grown considerably over the past nine years, and now have dozens of students every week coming to take our classes. We are committed to delivering the highest standard of tuition and creating a stimulating environment in which individual students can thrive. We regularly run student shows and offer entry for the Trinity College London graded examinations.

Every person that we teach is important to us and we make an extra effort to ensure that each individuals feel valued and supported. We are not just a school but a place where

students can be themselves and are given the opportunity to thrive. Many of our students love our classes so much have been with us for years!

Role Information

This is a joint customer service – administrator role. We are therefore looking for someone who would enjoy the front facing element of this job, but can also work unsupervised during quieter periods. You will need to be super organised, friendly and great with time management.

This role is located in Hikari Art’s central office at Swindon Dance (Town Hall). It is initially being offered on the basis of 10 hours a week split over 2 days. During term time, you will need to be available to work after school hours and evenings. During the school holidays, you will need to be able to work flexibility around the building opening hours. This may require you to work an earlier timeslot. However where possible we will also be accommodating to your time schedule. This includes flexibility over which two days you will work per week.

Purpose of the post

To contribute to the smooth running of the school, ensuring that customers are made to feel welcome at all times. Work together with the students and their families in a supportive and understanding manner, resolving any enquiries.

To provide administrative support the Hikari Arts owner and other staff members, working to a high standard of detail and organisation.

Key Duties:

Timetabling

- Manage the online scheduling system making amendments where necessary.
- Oversee and manage the student register system, following up any absences.

Reception

- Provide a friendly front of house service for Hikari Arts, responding to any customer enquiries.
- Manage and track any new students from initial enquiry through to enrolment.

Finance

- Liaise with teachers, students and parents to ensure payments are received on time.
- Cash handling and processing of any receipts and petty cash.

Marketing

- Posting updates on to our social media platforms and website. Assist with the collation of photos and short clips, as advised by the Hikari Arts owner.
- Assist with the design, print and distribution of marketing materials such as posters.

Administration

- Introductory sessions- meeting with any new and prospective students and their parents, representing Hikari Arts in a professional and approachable manner.
- Record and update any new student and employee contact details.
- Administrative support for exam entries, shows and workshops.
- Monitor any office and studio supplies, purchasing more where necessary.
- Minute take at any staff meetings.
- Provide administrative support to the owner and teachers.
- Manage the office phone and email and social media accounts, responding to any enquiries from students and parents.

Operational

- Technical and logistical support for student shows and workshops.
- Assist with space hires as and when needed.
- Maintain and update the Hikari Arts risk assessments, cleaning lists and other health and safety documents.
- Basic cleaning of the office, waiting area and teaching studios.

- Prepare the teaching spaces ready for when classes will begin.

Other

- To adhere to all legislation and Hikari Arts policies including equal opportunities, GDPR, health and safety, Child Protection and employment law.
- To undertake other duties as may be required from time to time within the level of responsibility of the post.

Personal Specification

Essential	Desirable
Previous experience in administration, reception or office environment.	
Methodical and organised with excellent attention to detail.	
Ability to work both unassisted and within a team.	
Ability to work under the Christian ethos which Hikari Arts holds, and to work to a high level of integrity and honesty.	
A 'can do' attitude and understanding of the needs of working for a small business.	
	Good general standard of education to A level or equivalent.
	An interest in music, performing arts or Japanese culture.
	Previous experience of working with members of the public.
	Enthusiasm to assist with the running of productions, workshops and other events.

We offer:

- Ongoing training and support.
- Supportive work environment and a chance to develop within your areas of interest.
- Potential for flexible working.
- Chances to contribute to the development of the company and see your ideas flourish.

All successful applicants will be subject to two satisfactory references.

How to apply: Please send a CV and brief covering letter outlining any relevant skills and experience to Nina Minshull.

Email: nina@hikariarts.com

Post: Town Hall, Regent Circus, Swindon SN1 1QF.

More information can be found on our website: www.hikariarts.com