



Receptionist

Role Profile:

A. Details

Position:	Receptionist
Grade:	Clerical Officer
Whole Time Equivalent:	Full Time - 5 days per week
Reports to:	Head of Press & Communications

B. Department & Role Overview

The Communications team is responsible for developing and managing the Arts Council's communications plan as part of the Arts Council's strategy, Making Great Art Work. Often the first point of contact with public, media, parliamentary and other stakeholders. The team provides a range of related supports and services and advises and assists staff in these areas.

C. Key Responsibilities

As Receptionist:

Organisational

- First point of contact for the Arts Council;
- Greeting visitors and staff members in a positive and friendly manner;
- Managing and answering phone calls;
- Managing and responding to emails to reception@artscouncil.ie;
- Announcing clients when necessary (on arrival);
- Maintaining visitor logs;
- Receiving and distributing post;
- Updating staff contact lists;
- Booking taxis for Council members;
- Training new and temporary cover receptionist staff;
- Responsibility for opening and closing the doors and ensuring the requisite security checks are in place;

Communications

- Assist Communications team with administrative duties;
- Issue media reports to staff as determined by Communications Team;
- Assist with creating and disseminating communications such as via a host e-zine platform (i.e., MailChimp etc.);

- Ensuring intranet (SharePoint) is updated regularly;

Project specific

- Specific duties as required including helpdesk support for grant applications;

As a Clerical Officer:

- Be a Team Player;
- Engage with colleagues across the organisation;

D. Skills Knowledge and Experiences

- Strong customer focus;
- Excellent communication and interpersonal skills;
- Excellent telephone and listening skills;
- Accuracy and attention to detail;
- The ability to work well under pressure;
- A trustworthy nature as you may be handling sensitive information;
- Microsoft Office skills;
- Extremely well-organised with terrific time management skills;
- The ability to multitask effectively;
- A commitment to a high standard of public service;
- The ability to communicate through the Irish language, both verbal and written, desirable.