



WORK WITH THE CBSO

Receptionist (Part-time)

The CBSO is seeking a receptionist to work as part of our Centre Team. The main duties of the Receptionist include welcoming players, staff and visitors, managing the switchboard, and franking the outgoing mail.

HOURS: 25-30 Hours per week Monday - Friday

SALARY: £16,838 - £20,200 per annum

LOCATION: Birmingham

REPORTING TO: CBSO Centre Manager

DEADLINE TO APPLY: 6pm, Friday 15th August 2025



ABOUT THE CBSO

The City of Birmingham Symphony Orchestra (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Chief Conductor and Artistic Advisor Kazuki Yamada, proud to make exciting musical experiences that matter.

Resident at Symphony Hall, the orchestra performs over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges classics to contemporary, soundtracks to symphonies, and everything in between. For more than 100 years, it has been involved in every aspect of music-making in the Midlands, and through its wide-reaching community and education projects, and family of choruses and youth ensembles, this continues to grow. Helping to build a life-long love of music for audiences, communities and musicians across Birmingham, the West Midlands and beyond.

ABOUT THE CBSO CENTRE

Built in 1998 to complement the performance facilities at Symphony Hall, CBSO Centre is the home of the City of Birmingham Symphony Orchestra, its sister organisation Birmingham Contemporary Music Group, and Ex Cathedra. Located in Birmingham city centre, the building is easily accessible from both Birmingham New Street and Birmingham Moor Street/Snow Hill stations as well as all major road networks.

The Centre provides a range of performance, rehearsal and meeting facilities, including The Justham Auditorium, a magnificent 300-seat fully flexible space. When not in use by the CBSO the Auditorium is available for public concerts, conferences, educational workshops, meetings, exhibitions, dinner dances, weddings and much more.



OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people and communities we serve.

KEY RESPONSIBILITIES

- To operate a company switchboard, routing callers to appropriate staff or dealing with queries as necessary.
- To welcome visitors to the Centre and on arrival ensure all operational protocols are followed.
- Being the first point of contact for members of the public wanting to learn more about supporting the CBSO through membership, purchasing tickets or answering questions from existing members.
- To assist with the recording of pledged and secured income and with keeping Gift Aid declarations up to date. (training will be provided)
- To be familiar with the Orchestra schedule, details of forthcoming concerts and Centre events through the use of Artifax, Centre Diary and Concert brochure in order to be able to provide guidance and assistance where necessary. Liaise with the Centre Manager regarding Centre activities as appropriate.
- To supervise the Signing-In Sheets /other attendance records relating to staff, visitors and clients ensuring signing-in and out procedures are adhered to and that the completed sheets are forwarded to the Finance Department. Prepare sheets two weeks in advance to facilitate the recording of predicted absence (holiday/courses etc).
- To be responsible for recording and franking the daily post and associated activities, ensuring the franking machine and postage scales are secure when not in use and keeping the reception area tidy during the franking process.
- To troubleshoot basic telephone errors and report complex telephone faults to ICS . Keep the switchboard clock on time (and therefore all the LCD clocks on the entire system) by correcting regularly.
- To manage the creation of new employee door access card through our software and troubleshoot basic issues as well as ordering of new cards when needed
- To oversee the Voicemail system, being able to access incoming messages, make changes to outgoing messages/office closures, seasonal clock changes and support the general maintenance of the system.
- To ensure that the display of leaflets in the Foyer is kept in date and orderly, recycling old print weekly.
- To maintain good housekeeping of the Reception/Foyer to reflect the good image and standards of the organisation.
- To take delivery of, and where required sign for, incoming mail and deliveries and notify the intended recipient as soon as possible.
- To assist the marketing department in maintaining the organisation's mailing list using the CBSO's bespoke customer database.
- To provide cover for the other Receptionist during times of absence including holiday, sickness, training, etc.
- To provide support and assistance to the staff of BCMG and Ex Cathedra in receiving and announcing their visitors and accepting deliveries on their behalf.
- To be point of contact for information for the orchestra and provide general support for members of the CBSO staff.
- To monitor the digital screen behind reception and ensure the correct content is on display. To assist the Centre Team with scheduling content for CBSO Centre events.
- To support the Assistant CBSO Centre Manager with stock monitoring and ordering
- To assist the CBSO Centre Team with administrative work as and when required
- Supporting the Development and Audiences teams with administrative duties.
- To undertake additional duties as and when the needs of the business requires it, at the direction of the CBSO Centre Manager.



PERSON SPECIFICATION

THE SUCCESSFUL CANDIDATE WILL HAVE:

- Excellent customer service skills and the ability to work effectively with people of all ages and backgrounds
- Be proficient in standard IT packages including Microsoft Office
- Organised and highly reliable with excellent attention to detail
- Good telephone manner or experience working on a switchboard
- Approachable with good interpersonal skills
- Ability to work under own initiative
- Ability to remain calm under pressure.

DESIRABLE SKILLS:

- Experience working within a similar role
- An enthusiasm for classical music
- Experience using Tessitura preferred but not essential.



HOW TO APPLY

To apply for the role of Receptionist please send a CV and a supporting statement of no more than two pages of A4 to Marlene McDonald, HR Manager at mmcdonald@cbso.co.uk

We ask that you complete the equal opportunities information online when you submit your application. The information collected will be treated as confidential and used for to help the CBSO improve its approach to becoming a more diverse and inclusive organisation. It will not be treated as part of your application.

Finally, please ensure that you have included your contact number and email address, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

RECRUITMENT TIMETABLE:

Application deadline: 6pm, Friday 15th August 2025

Interviews: Last week of August

If you wish to have an informal discussion about this role, please contact Alan Johnson, CBSO Centre Manager, on ajohnson@cbso.co.uk

TERMS & CONDITIONS

- Member of CBSO staff, based at CBSO's purpose-built rehearsal and administrative home, CBSO Centre, in central Birmingham.
- This is a part-time role based on 25-30 hours per week with occasional requirement for overtime
- CBSO staff are entitled to 25 days annual leave (pro rata from date of starting) plus Public Holidays
- This post is subject to a six-month probationary period
- Membership of the CBSO's Group Stakeholder Pension Plan
- All CBSO employees are expected to adhere to all the CBSO's policies