

# InspireAll

## Job Specification

<b><u>Job Title:</u></b>	Reception and Admin Manager
<b><u>Location:</u></b>	Bushey Grove Leisure Centre
<b><u>Responsible To:</u></b>	Business Manager
<b><u>Responsible For:</u></b>	All Reception and admin Personnel

### General Description

1. To lead on Administration and Customer Services of BG, including the administration of reception, and all administrative procedures, deputising for the Business Manager as required.
2. To lead and manage the Reception team, ensuring that Operational Procedures are adhered to.

### Mission Statement

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

### **Aim**

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

### **Our Values**

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

### Specific Duties

1. Be a member of the Centre's supervisory Team
2. To assist the Business Manager in his/her duties and deputise for as and when required.
3. To be responsible for the day to day supervision of the Reception staff, to ensure all Reception shifts are covered. To deliver Customer Service induction, training and development of relevant personnel. To ensure that all administrative procedures are followed and all financial and statistical records are maintained and adhered to.

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4. To be responsible for all Centre block bookings, including the processing of invoices and payments relating to the hire.
5. To be responsible for the ordering of stationary, resale and hire equipment.
6. To be responsible, in conjunction with the Business Manager, for all administrative duties throughout the Centre, ensuring good communication and understanding between all staff.
7. To assist the Managers in the Centre preparing records statistics and reports as required.
8. To be responsible for the preparation and maintenance of all Centre personnel records, with regard to annual leave, sickness, TOIL.
9. To be responsible for ensuring that Management and working floats within the Centre are checked regularly and are replenished with change as required.
10. To lead in the processing of all Centre invoices and creditor invoices, with the support of the Business Manager and admin assistants where applicable.
11. Be responsible for the weekly and monthly reconciliation's to enable the Business Manager to produce financial reports.
12. To be a member of the Quality Assurance Audit Team and to act as part of the internal audit team, to review effectiveness of procedures and practices.
13. To assist the Business Manager in the development and maintenance of the XN software package in relation to the operation and reporting needs of the Centre.
14. To assist generally in covering other duties, as required, to allow for the efficient, effective day to day organisation of the Centre.
15. To adhere to InspireAlls positive attendance at work culture and to ensure that this is communicated to and adhered to by all reception.

### **Personal Specification for the post of Reception & Admin Supervisor**

#### **Skills, Knowledge and Experience**

##### **Essential:**

1. NVQ Level III - Customer Services and/or Administration.
2. Experience of cash handling and numerate, to be honest and trustworthy
3. Pleasant personality and smart appearance. Able to work well under pressure while remaining calm.
4. Enthusiasm in selling and giving excellent customer service is essential.

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5. Good typing and keyboard skills. Excel experience.
6. Previous experience of reception and cashier work
7. Must be able to demonstrate effective communication and listening skills.

### **Complexity and Creativity**

1. Have the ability to assess situations as they arise and formulate an effective solution to overcome resulting problems.
2. To document where appropriate all action taken and comply with Operational Procedures and Work Instructions.
3. Have a wide range of interpersonal skills.
4. Have the ability to encourage and motivate the Centre's reception staff ensuring high standards of customer service.

### **Judgements and Decisions**

1. The ability to monitor performance to an agreed level. To react to customer comments whilst ensuring Centre procedures are maintained.
2. The post holder will prioritise administrative issues in order to ensure that the Centre continues to operate effectively.
3. Inefficient control of operations may lead to contravention of the Health and Safety at Work act.
4. Must have the ability to operate under pressure and make effective decisions quickly and decisively.

**Contacts:** Internal – 60 % External – 40 %

**Method:** The Administration and Reception Manager is required to liaise in person, by telephone, by letter and to convene meetings as required with clients, suppliers and staff.

### **Internal:**

Business Manager & Centre Management Team: Daily liaison, co-ordinating Centre requirements, the day to day operation of the Centre.

All other Centre Staff: Close monitoring, planning and discussion of operational requirements, policy matters and training. Ensure clear understanding of tasks, hours of work, health & safety matters and arrange staff meetings.

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Leisure staff: Enquiring/informing over budgetary/staffing/policy /legislative and health & safety matters.

### **External:**

Centre Customers: Deal with telephone, written and personal enquiries

Suppliers: Source new suppliers, negotiate improved discounts with existing suppliers.

### **Special Feature**

Ability to be flexible, given the multi-faceted nature of the job and to cope effectively with a highly pressurised work schedule and demanding budget targets.

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### Other factors affecting the post of Administration and Reception Manager

1.	<b>Hours of Work:</b>	39 hours per week												
2.	<b>Grade:</b>													
3.	<b>Salary:</b>													
4.	<b>Notice Period:</b>	As detailed in the Statement of Particulars												
5.	<b>Holiday Entitlement:</b>	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and <b>includes the 8 bank holidays at present legislated for each calendar year.</b></p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">On commencement with HL</td> <td style="text-align: right;">29 days</td> </tr> <tr> <td style="padding-left: 20px;">After 1 year continuous service with HL</td> <td style="text-align: right;">30 days</td> </tr> <tr> <td style="padding-left: 20px;">After 2 years continuous service with HL</td> <td style="text-align: right;">31 days</td> </tr> <tr> <td style="padding-left: 20px;">After 3 years continuous service with HL</td> <td style="text-align: right;">32 days</td> </tr> <tr> <td style="padding-left: 20px;">After 4 years continuous service with HL</td> <td style="text-align: right;">33 days</td> </tr> <tr> <td style="padding-left: 20px;">After 5 years continuous service with HL</td> <td style="text-align: right;">34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 3 years continuous service with HL	32 days													
After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
6.	<b>Pensions choice:</b>	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
7.	<b>Location:</b>	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	<b>The Rehabilitation of Offenders Act 1974:</b>	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	<b>Other Duties:</b>	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
10.	<b>Leisure Benefits:</b>	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												