

Job Specification

<u>Job Title:</u>	Receptionist
<u>Location:</u>	Bushey Grove Leisure Centre
<u>Responsible to:</u>	Programme Manager
<u>Responsible for:</u>	Customer Service

General Description

Deal with enquiries, booking of activities, casual admissions and membership processing, accept fees and charges. Make advance bookings and take payment, up sell products, gain leads for sales team, establish and maintain excellent customer service standards.

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. Accept payment for immediate and advance bookings, issue tickets and receipts as appropriate using the computerised leisure bookings system.
2. To ensure that accurate and current information is available for and provided to all Centre visitors or enquirers in a fast and efficient manner.
3. Complete daily cash returns, bank transfer sheets or credit card documentation in accordance with Financial Regulations of the authority.
4. Be responsible for the cash float, cashing up and reconciliation as detailed in the Centre Operational Procedures.
5. Deal with enquires, bookings both by telephone and face to face in a polite and pleasant manner ensuring customer requirements are confirmed.
6. Deal with Lost Property as appropriate and keep records as detailed in Centre Operational Procedures.
7. Operate public address system.
8. To perform effectively all quality related tasks, as outlined in on site Operational Procedures.

9. To ensure that accurate and current information is available for all Centre visitors and that as a front line member of staff any query can be dealt with in a pleasant and efficient manner.
10. To maintain an active commitment to Centre based training in association with InspireAll Health and Safety or Training Policies.
11. Up sell company products.
12. Generate leads for gym, swim school and spa sales team, either by incoming phone calls or at reception.
13. To adhere to InspireAll's positive attendance at work culture.

Personal Specification for Receptionist

Skills, Knowledge and Experience

Essential:

1. Previous experience of reception and cashier work.
2. Logical and methodical approach to work with an eye for detail.
3. Experience of cash handling and numerate.
4. Honest and Trustworthy.
5. Good communication skills both face to face and over the phone.
6. Able to work well without supervision in a busy and changing environment.
7. Ability to work well under pressure while remaining calm.
8. Understanding of customer needs and customer care principals.
9. Previous retail experience.

Desirable:

1. NVQ Level 3 Customer Services.
2. Emergency First Aid Certificate.
3. Good IT and keyboard skills.

Complexity and Creativity

1. To adhere to all Centre Operational Procedures and Work Instructions.
2. To document where appropriate all action taken and comply with Operational Procedures and Work Instructions.
3. Must be able to demonstrate effective communication and listening skills.

Judgements and Decisions

1. Ability to prioritise workload for the overall benefit of the Centre.
2. Ability to control entry to Centre and to ensure current legislation is adhered to in the Supervision of Under 8's.

Contacts: Internal – 20% External – 80%

Method: The Receptionist is required to liaise in person, by telephone, by letter, by email and through attendance at meetings and training sessions as required with customers and staff.

Internal:

Reception Team: Daily liaison, co-ordinating Centre requirements, the day to day operation of the Centre.

All other Centre Staff: Discussion of operational, programme and booking requirements, information and training. Ensure clear understanding of events, hours of activities. Enquiring / informing over programme / prices / bookings operational issues.

Leisure staff: Enquiring / informing over programme / prices / bookings and operational issues.

External:

Centre Customers: Deal with telephone, written and Face to face enquiries.

Special Features:

Ability to be flexible, given the multi-faced nature of the job and to cope effectively with a highly pressurised work schedule. The post holder must be prepared to be flexible with regard to working hours, as this position will involve working day, evening and weekend shifts on a rota basis.

Other factors affecting the post of Receptionist

1.	Hours of Work:	39 hours per week												
2.	Grade:													
3.	Salary:													
4.	Notice Period:	As detailed in the Statement of Particulars												
5.	Holiday Entitlement:	<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 includes the 8 bank holidays at present legislated for each calendar year.</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> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>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 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
6.	Pensions choice:	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.	Location:	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
8.	The Rehabilitation of Offenders Act 1974:	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
9.	Other Duties:	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.	Leisure Benefits:	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												