|  |  |
| --- | --- |
| **Job Description** | |
| **Post title** | Receptionist |
| **JE Reference No** | A5740 |
| **Grade** | Grade 3 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Culture, Sport & Tourism – Culture Sport & Tourism Management |
| **Reporting to** | The post holder will be accountable to the Operations Manager. |
| **Location** | Your normal place of work will be designated leisure centre, but you may be required to work at any Council workplace within County Durham. |
|  | |
| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

|  |
| --- |
| **Description of role** |

To provide a friendly, effective and efficient customer service at reception, welcoming visitors in person and on the telephone and dealing with bookings, payments and administrative tasks.

|  |
| --- |
| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

**Standards and Systems**

* To assist in meeting and exceeding the service standards set out by the organisation
* To take bookings, enquiries and payments in line with systems and standards
* To control entry into the centre, issuing tickets, receipts and equipment in a welcoming, effective and efficient manner
* To actively sell all activities, memberships, courses and other products within the centre, as well as other centres operated by the organisation
* To be responsible for the efficient and accurate operation of the computer based booking system
* To provide administrative support as necessary in areas such as: the processing of bookings, updating memberships, course registrations, etc

**Environment and Buildings**

* To ensure the facility reception desk and area is tidily presented
* To conserve energy in the efficient control of lighting, etc from reception

**Health and Safety**

* To be aware of and apply their responsibilities under the Health & Safety at Work Act 1974
* To ensure that all employees, visitors and contractors sign in and out of the facility
* To play an integral role in the calm and efficient evacuation of customers from the centre in the event of an emergency
* To contribute to improving Health & Safety standards and practices for the organisation

**Customer Focus**

* To achieve and maintain high standards of customer care
* To deal with all in-person, telephone and written enquiries politely and promptly
* To provide a first line of communication for enquiries, complaints, messages, etc, recording and directing information to the appropriate location, section or person
* To be competent and confident in the use of any public announcement system

**Marketing**

* To actively promote the organisation, centre and its products to the community
* To be sales orientated and assist in encouraging continued use by customers
* To provide information to customers on services, activities and products

**Team and People**

* To assist efficient and effective communication throughout the team
* To contribute to a positive team spirit within the centre
* To attend and complete any relevant training courses as required by the organisation

**Continuous Improvement**

* To actively assist the centre in continuous improvement and development of performance and quality

**Programme and Products**

* To ensure that retail stock and products within the reception area are attractively presented and well stocked
* To sell and hire a range of sporting equipment, maintaining accurate records

**Finance and Performance**

* To assist the team in meeting its performance targets/outcomes
* To collect payments and monies, cash up, reconcile takings and prepare banking in line with procedures
* To assist in compiling performance data for the centre

**General**

* To attain the required standard of personal appearance and to wear uniform in accordance with the organisation’s policy
* To act in a manner which is credible, professional and that promotes a positive image of the organisation
* To undertake tasks and responsibilities and any other additional duties appropriate to the level of the post.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

|  |
| --- |
| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

|  |  |  |
| --- | --- | --- |
| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2, or equivalent, in a relevant area | * NVQ Level 3, or equivalent, in relevant area |
| Experience | * Experience in working in a customer facing environment * Clerical or administrative experience * Cash handling | * Experience of work at a leisure facility * Worked in a commercial/sales orientated environment |
| Skills & Knowledge | * An understanding & commitment to good customer care * Computer literate * Good communication skills * Works well under pressure * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | * Budget/financial management * Sales techniques * Understanding of the sports and leisure industry |
| Personal Qualities | * Will be required to work outside of normal office hours * Respect confidentiality * Strong initiative * ‘Can do’ attitude * Flexible attitude to work | * Travel is a desirable requirement of the post |