

## Job Description

<b>Post title</b>	Receptionist
<b>Job Evaluation</b>	N7763
<b>Grade</b>	Grade 3
<b>Service</b>	Regeneration, Economy and Growth
<b>Service area</b>	Culture, Sport and Tourism – Wellbeing Sport and Leisure
<b>Reporting to</b>	The post holder will be accountable to a Duty Manager (Leisure & Sport)
<b>Location</b>	Your normal place of work will be designated leisure centre, but you may be required to work at any Council workplace within County Durham.
<b>Disclosure and Barring Service (DBS)</b>	This post <b>is not</b> subject to a Disclosure
<b>Flexitime</b>	This post <b>is not</b> eligible for flexitime
<b>Politically restricted</b>	This post <b>is not</b> 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

Professionally welcoming customers as they arrive and leave leisure centres, demonstrating the thrive values at all times. Dealing with customer service enquires through different contact channels. Advising customers using detailed product knowledge to ensure they receive the right experience, supporting the wider team to recruit and retain customers. Undertaking administrative tasks using various systems, including CRM and payments, to ensure the customer's experience is excellent.

## Duties and Responsibilities

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

- To achieve and maintain high standards of customer care to support a quality experience for all visitors.
- To provide the first line of communication for all enquires either in person or through different customer contact channels.
- To ensure all public facing reception areas are presented in accordance with the front of house guidance checklists.
- To sell stock from any reception retail areas, ensure high presentation standards and stock levels.

- To be sales orientated and have detailed product knowledge to help sell the right experience to the customer.
- To keep up to date with all guidance and briefs provided by the service to make sure information provided to the customer is relevant.
- To provide administrative support for customer facing services using the relevant systems e.g. Leisure Management System, payment system, CRM system
- To provide administrative support for the wider team as requested by the Duty Manager.
- To collect payments and monies, cash up, reconcile takings and prepare banking in line with procedures
- To contribute to improving Health & Safety standards and practices for the organisation

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

Attributes	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ Level 2, or equivalent, in a relevant area</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3, or equivalent, in relevant area</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in working in a customer facing environment</li> <li>• Clerical or administrative experience</li> <li>• Cash handling</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work at a leisure facility</li> <li>• Worked in a commercial/sales orientated environment</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding &amp; commitment to good customer care</li> <li>• Computer literate</li> <li>• Good communication skills</li> <li>• Works well under pressure</li> <li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</li> </ul>	<ul style="list-style-type: none"> <li>• Budget/financial management</li> <li>• Sales techniques</li> <li>• Understanding of the sports and leisure industry</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Will be required to work outside of normal office hours</li> <li>• Respect confidentiality</li> <li>• Strong initiative</li> <li>• 'Can do' attitude</li> <li>• Flexible attitude to work</li> </ul>	<ul style="list-style-type: none"> <li>• Travel is a desirable requirement of the post</li> <li>• Ongoing commitment to continuing professional, management &amp; personal development</li> </ul>