**Job Description**

**Job Title: Receptionist**

**Reporting to: Duty Manager / Supervisor**

**Salary: Grade 1**

**Overview**

As a Receptionist, it is essential you have a close working relationship with the Duty Managers to establish and maintain the standards and work ethic of the designated Site. You are the first public contact and therefore a good working knowledge of the facility is required. You will be expected to deal with all queries and be able to direct them to the correct person.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability / Resources
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits.

**Resources**

# You will be responsible for the accurate handling and security of larger sums of cash and cheques or other financial resources.

# Communication

1. You will be expected to deal with issues which are in general not contentious, but may on occasion not be a straight forward outcome. You may have to initiate action to provide assistance and offer advice.
2. To promote good public relations by effectively dealing with customer queries and complaints.

**Health and Safety**

1. To operate effectively under guidelines established in Normal Operating Procedures and Emergency Action Plan for the facility.
2. To provide a first aid service when required to members of the public (where applicable)
3. To ensure compliance with Health & Safety at Work Act in respect of the postholder.

**Work Environment**

1. Your working demands are such that tasks are interchanges but the programme of tasks is not normally interrupted.
2. This role will require normal physical effort with periods of substantial effort or may involve prolonged effort in a constrained position.
3. Your working conditions include significant elements of inside or outside work involving some exposure to moderate noise, heat cold and difficult surroundings.
4. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public.

**Operations**

1. To provide a receptionist role at the complex and to give appropriate assistance to personal and telephone callers.
2. To provide accurate, helpful information about Celtic Leisure Services.
3. To issue tickets, permits and equipment.
4. To take bookings of all facility activities.
5. Your work will be largely regulated by laid down procedures, but on occasion you may be required to use your creative skills to deal with routine problems.
6. To be responsible for the sale of goods from the Leisure Centre.
7. To act as cashier and to be responsible for all takings during shift, including the reconciliation and banking of monies.
8. To control and be responsible for the security of all goods and hire of equipment in the reception area.
9. To operate the telephone, public address and music systems and C.C.T.V. where appropriate.
10. To undertake clerical and administrative tasks which will include activities in any or all of the following areas:

* Electronic tills/Computer
* Word Processing (where appropriate)
* Celtic Leisure Card.
* Direct Debit Payments
* Input Databases
* Swipe Card Payments
* Mail handling
* Filing
* Reprographics
* Telecommunication
* Record keeping, financial transactions and other general clerical work

1. To undertake general cleaning duties as required.
2. To demonstrate a positive public image by maintaining a high standard of personal appearance.
3. To undertake regular staff training as required.
4. To undertake such other duties which may be reasonably expected of the post holder, commensurate with the salary grade of the post and which are within his/her capabilities.
5. Understanding safeguarding relevant to role.

### Person Specification

**Receptionist**

**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of dealing with customers face to face and over the telephone | Essential | Application Form /Interview |
| Experience of administration duties | Essential | Application Form /Interview |
| Experience of cash handling | Essential | Application Form /Interview |
| Work experience in the leisure industry | Desirable | Application Form /Interview |
| Experience of financial procedures | Desirable | Application Form /Interview |
| Experience of banking procedures and reconciliation of income | Desirable | Application Form /Interview |
| Awareness of Health & Safety at work | Desirable | Application Form /Interview |

**Skills/Abilities**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application form/Interview |
| Excellent interpersonal skills, demonstrating an ability to be diplomatic, tactful and consistent in dealing with others | Essential | Application form/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Proficient in the use of computer systems | Desirable | Application form/Interview |
| Experience of keeping accurate records | Desirable | Application form/Interview |

**Education and Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Good literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |
| First Aid Qualification | Desirable | Application form |
| Relevant NVQ Qualification or equivalent | Desirable | Application form |

**Other Requirements**

**Essential**

|  |  |  |
| --- | --- | --- |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |
| The ability to speak welsh | Desirable | Application form/Interview |