

JOB DESCRIPTION

POST TITLE **Reception Services Assistant**
GRADE **NS 3**
DATE **August 2015**

RESPONSIBLE TO Active4Today Management

LIAISON WITH Existing and potential customers, suppliers, agency staff, Active4Today staff and colleagues

PURPOSE OF JOB To be the first line of contact with all customers requiring centre information

MAIN DUTIES & RESPONSIBILITIES:

1. To serve all customers efficiently and courteously treat with the same respect
 2. To make accurate transactions through a computerized receipting system using varying methods of payment
 3. To input customers accounts on a regular basis as directed
 4. To take bookings by phone or in person for the centre facilities
 5. To answer any queries or questions regarding the facilities or programmes or direct them, if unsure, to the correct member of staff
 6. To encourage the sales and promotion of resale equipment and ensure all stock checks for equipment, are carried out and recorded accurately
 7. To complete cashing up sheets detailing income
 8. To make up floats and carry out float checks
 9. To ensure all administrative procedures are adhered to
 10. To operate new technology, as required in order to undertake the duties of the post
 11. To attend meetings and training as directed by the management
 12. To cover sickness and holidays as may be required to ensure the efficient running of the centre reception
 13. To advise and promote membership packages in accordance with the membership advisor
 14. Be aware of health and safety regulations such as Health and Safety at Work Act 1974, COSHH and Manual Handling
 15. Report any faults to the Operations Manager and complete all relevant paperwork
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Special Features

1. A uniform is provided and must be worn.
 2. Once obtained qualification must be kept up to date
 3. Discounted access to the Company Activo/Xperience membership packages
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HEALTH AND SAFETY

You will uphold the Company Health and Safety Policy and amendments made thereto by the Company and comply with all relevant health and safety legislation.

RISK MANAGEMENT

Active4Today is committed to the effective management of risk. It is the responsibility of all employees to carryout their duties and responsibilities with adequate regard for risk management, as outlined within the Company Risk Management Strategy and Policy.

SAFEGUARDING

The Company has a statutory obligation to safeguard and promote the welfare of children and vulnerable adults. This responsibility sits with all those individuals who provide services on behalf of Active4Today, including all those who work with children, young people and families; those who manage staff within this work; staff who work with mothers, fathers, carers and other adults who have contact with children; staff who have both direct and indirect contact with children, including administration, support and back office staff; contractors; volunteers, community groups and the general public.

EQUAL OPPORTUNITIES

You will uphold the Company Equal Opportunities Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.

TRAINING

You will keep under review your own development needs. Learning needs should be discussed and determined at your annual appraisal and you will be required to undertake training as identified and as appropriate, for the individual, or as required for effective performance of the duties of the post.



This Job Description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of any individual job will change and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result the Company will expect this Job Description to be subject to revision.

Active4Today and Southwell Leisure Centre Trustees are committed to equal opportunities. As part of its policy it has been agreed that applicants wishing to work on a 'Job Share' basis will be considered on an individual basis. Since it is not possible for all posts to operate in this way, if you wish to enquire about 'Job Sharing' you should contact the Human Resources Section in the first instance.

Signature of Postholder Date

PERSON SPECIFICATION

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DATE **August 2015**

FACTOR	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
RELEVANT EXPERIENCE	ESSENTIAL Previous experience of office procedures, cash handling and dealing with the public	Application form
	DESIRABLE Previous experience of using a computerised cash receipting system	Application form
QUALIFICATIONS	DESIRABLE Minimum English and Maths GCSE or Equivalent	Application form / certificates
VOCATIONAL TRAINING	DESIRABLE Customer care	All application form /interview
	DESIRABLE Awareness of health and safety	
	DESIRABLE Knowledge of Microsoft Word and Excel	
JOB RELATED SKILLS	ESSENTIAL Ability to understand and operate a computerized booking system	All application form /interview
	ESSENTIAL Excellent communication and customer care skills	
	ESSENTIAL Prepared to undertake training as deemed necessary	
PERSONAL ATTRIBUTES	ESSENTIAL Sensitive to the needs of customers	All application form /interview
	ESSENTIAL Ability to remain calm and confident under pressure	
	ESSENTIAL Ability to work in a team as well as on own initiative	
WORK CIRCUMSTANCE	ESSENTIAL Able to work flexible hours, weekends and evenings	All application form /interview
	ESSENTIAL Able to cover for holidays and sickness	

The Company operates a No Smoking Policy

N.B. The above specification defines the minimum essential requirements of the job, but Active4Today will have regard to the Disability Discrimination Act and will make "reasonable adjustments" to help applicants with a disability achieve these standards. Compliance with all the requirements of the job description and person specification does not guarantee an interview. However, disabled candidates who meet the minimum essential criteria will be guaranteed an interview. It may be necessary to use additional criteria at the short listing stage.