



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	LEISURE SERVICES	POSITION NO:
SECTION:	Sports and Leisure	GRADE: 3
JOB TITLE:	Receptionist	DATE PREPARED: June 2013
EVALUATION DATE:	17 May 2011	JE NUMBER: HCL2295

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE: To provide a courteous, polite and responsive reception, enquiry and booking service for customers and visitors which promotes a professional image at all times.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults
2.	Provide an effective reception service for customers to assist them in making choices about products and services and which through satisfaction of the service will encourage return visits and promote the centre.
3.	To communicate effectively with all members of staff when dealing with customer enquiries and requirements to ensure a rapid and efficient service at all times.
4.	To provide an efficient clerical and administrative support for managers including word processing to improve the flow of information for customers and staff.
5.	To efficiently process customer details, create accurate data base records for the computerised management and customer system in order to enable the effective monitoring of use by activity type to assist future marketing.
6.	To properly receipt and account for customer payments, including the use of electronic payments systems in compliance with Company procedures to ensure all monies are secured and delivered to the Treasury department..
7.	To communicate clearly and concisely with staff and customers using the internal Public Address System in case of emergency and /or for communicating customer and staff information when required.

8.	There may be a requirement to change the shift/working pattern of the post to meet the needs of the service and match customer demands at short notice; therefore, there is a requirement for flexibility.
9.	You may be required to undertake duties associated with a lower graded position in order to ensure continuity and consistency of the service provided which is outside the scope of your normal duties, providing adequate training has been given.
10.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

None

2. Responsibility for Customers/Clients:

None

3. Responsibility for Budgets:

None

4. Responsibility for Physical Resources:

- Portable equipment in the reception area.
- Accurate receipting of income via the Leisure Flex cash receipting system.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

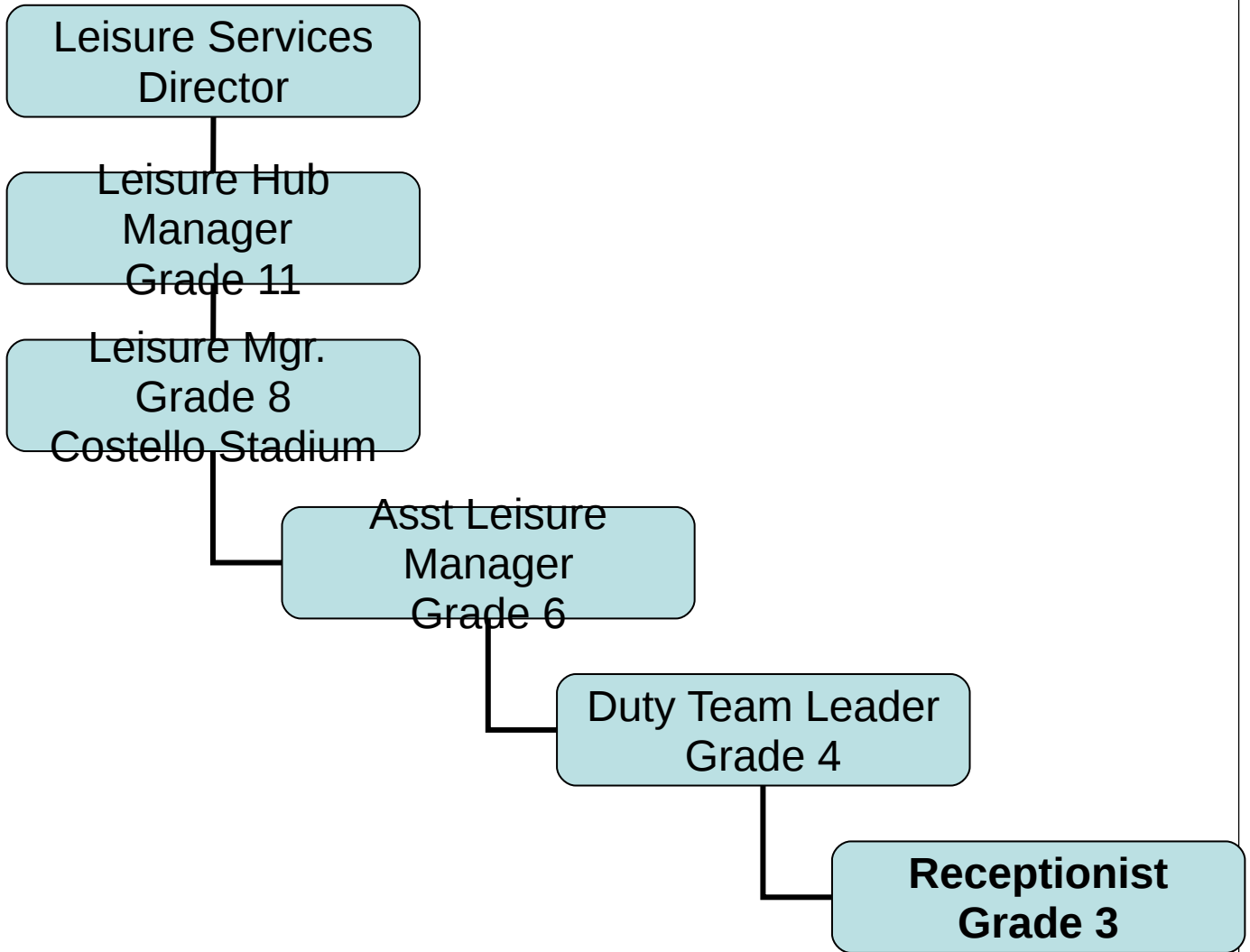
- Ability to work and communicate with ALL levels of staff in the Leisure Centre

2. With Any Other Company Areas

3. With External Bodies to the Company

- Call centre
- Clubs and organisations.
- Customer groups

ORGANISATION CHART:



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	Tick relevant level for each category						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).	✓					N/A	
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).	✓					N/A	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		✓					

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i>		Essential	Desirable	How identified
1.	Qualifications:			
	Customer Service NVQ Level 2		✓	AF/CQ
	RSA Word Processing at Level 2/Relevant typing qualification		✓	AF/CQ
2.	Relevant Experience:			
	Using computerised booking and payment systems	✓		AF/I
	Using electronic payments/transfer systems	✓		AF/I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults (<i>service area to include where appropriate</i>).	✓		

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	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults	√		I
	Advising customers correctly regarding any booking application, enquiry or payment.	√		I
	Decisions regarding the application of, and refund of payments.	√		I
	Ensuring the accurate generation of data base/customer records.	√		I/AF
	To properly and accurately account for cash and stock.	√		I/AF
	Concentrated sensory demand is required in short bursts and several times a day.	√		I
	To prioritise responses when more than one person requires a service or assistance simultaneously.	√		I
	Dealing with customer complaints and concerns.	√		I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	√		AF/I
	Knowledge of relevant Company procedures and practices		√	I
	Knowledge of site programme, events and private bookings		√	I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	√		I
	Excellent communication skills are required with customers and ALL enquirers.	√		I
	Deal effectively with any customer queries and complaints.	√		I
	Written Skills			
	Completion of booking sheets, electronic payments, cash/income reconciliation reports.	√		AF/I
	Effective communication with management and staff in daily occurrence book/diary.	√		I
	Check direct debit forms have been completed correctly and concisely.	√		I
6.	Other:			
	none			

PERSON SPECIFICATION		Tick relevant column		List code/s*
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The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	If there aren't any state 'none'		N/A	
			N/A	
			N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement). <i>#Service area to delete as required</i>		N/A	DBS Disclosure
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.		N/A	
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.	√	N/A	AF(after short listing)