JOB SUMMARY

Post Title	***Reception***						
Job Family	*Service Delivery*	**Pay Range**	*03*	**Line Manager to others?**	**No**	**Role profile ref**	*SD03*
Service Area	*Community Services / 1Leisure*						
Line Manager	*Duty Managers*						
Location	*1Leisure*						

Job Purpose

To ensure the safe and efficient day to day running of the reception area making sure all relevant audit and operating procedures are carried out. To ensure a high standard of customer care and health and safety are carried out at all times.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Ensure when dealing with customers enquiries/bookings the correct procedures are followed and dealt with in a polite and efficient manner.
- Take bookings for site facilities, courses and classes and liaise with administration staff.
- Give priority to customer care and deal with any customer complaints in an understanding, polite and efficient manner, passing the matter on to the duty manager if you cannot resolve the situation.
- Work with the computerised till and bookings system and have a good understanding of the IT required.
- Cash handling and reconciliation of cash & credit card payments.
- Smart appearance is essential at all times, wearing uniform, badges etc as supplied.

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Reliable, responsible.	*Good timekeeping and a customer focussed attitude to the role*	**E**	
Awareness and understanding of the customer's needs.	*Customer skills and focus for the front line role, both in person, on the phone & electronically*	**E**	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	*Experience of working in a customer facing environment, and till operation. The ability to communicate to others*	**E**	
Safe and competent use of relevant equipment / tools.	*A basic understanding of IT and some experience with computerised booking systems*		**D**
Knowledge of relevant health and safety procedures.	*A basic understanding of health & safety and data protection.*		**D**
Ability to communicate clearly to establish trust both one to one and with groups.	*Communication with customers, staff peers and management team*	**E**	
Ability to follow processes, carry out procedures, record and monitor information accurately.	*Be able to follow the basic guidance for working on reception and in the Leisure environment*	**E**	
Basic literacy and numeracy.		**E**	
Basic knowledge of ICT systems.	*Knowledge of Microsoft Outlook & and point of sale software systems*		**D**
Able to maintain accurate records as and when required.	*Updating of daily diary as and when required.*	**E**	

Qualifications

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
May require relevant certifications including evidence of fluency in English language.	*Fluency in English language*	**E**	

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GCSE level qualifications or equivalent	*Maths / English*		**D**
Other Requirements			
Customer care certificate			
Organisation Structure (optional)			