

## **Job Description**

<b>Job Title:</b>	Head Receptionist
<b>Grade:</b>	5
<b>Responsible to:</b>	Sports Facility Manager
<b>Area of Responsibility:</b>	Sports Training Village and Founders Hall
<b>Hours of Duty:</b>	Working 36.5 hours per week. The salary accounts for the nature of the post. The post holder will be expected to work weekends and evenings in addition to normal office hours. Expected to work flexible hours in order to support the rota. Working with full and part time receptionists ensuring all hours of operation are covered, between 0615 and 2230 weekdays and 0830 to 2030 weekends.

### **Overall objective of the post:**

As Head Receptionist the position holder must have excellent customer care skills, good communication skills, organisation skills, good management skills and strong team leadership.

You will be responsible for the recruitment, induction, ongoing training assessment and development of all Reception Staff and Operations staff. The role will involve organising rotas, having a hands-on approach to general reception duties - providing a warm welcome to every guest, making reservations, dealing with enquiries, dealing with complaints, cash handling and dealing with ad hoc queries.

To co-ordinate all administration and operational procedures related to the day to day management of Reception area's within the STV and Founders Hall.

To assist the Senior Management team with the delivery of the Access and Security Policy in conjunction with the Child Protection Policy, which will be reviewed and monitored on a regular basis.

### **Duties and Responsibilities:**

#### **Communication**

1. To promote and sell products and cement strong relationships with clients.
2. To induct and instruct the use of all equipment associated with the Reception area to enable staff to use the equipment effectively.
3. To ensure all reception staff answer the telephone in a clear, positive and professional manner to ensure good customer care of all enquiries.
4. To ensure that all visitors to the Sports Facilities, are made welcome, ascertaining their requirements, assisting them with general information or passing them on to the appropriate person.
5. To produce minutes of meetings.

6. To act as the central communication link between all users of the sports facilities and the sports facilities management team.

### **Teamwork and Leadership**

7. To be responsible for managing all staffing issues within the Reception area including rotas, holiday cover, in-house training, employment of casuals, professional development, performance management and day to day feedback on performance.
8. To be responsible for the Induction, training, development and appraisal of subordinate staff.
9. To ensure a thorough and proper handover between the Reception Staff according to the shift pattern.
10. To provide backup and support within the staffing structure and carrying out the duties of another member of the Reception team in the event of absence/illness.
11. To work closely with the Operations and Sales team for the effective delivery of services from Reception.

### **Liaison and Networking**

12. To liaise with a number of Governing Bodies, EIS, External Customers, Staff, Students and Coaches in order to meet the aims and objectives of the position and provide a holistic service for the client.
13. To work closely with other areas within the University and the Department on a daily basis.

### **Service Delivery**

14. To be responsible for the delivery of high levels of customer care and service delivery ensuring that all Operations and Reception staff are suitably trained to the appropriate standard.
15. To oversee and monitor the access procedure for any External Contractors and Estates Maintenance staff and provide feedback to the Sports Facilities Manager.
16. To be responsible for liaising with external and internal user groups about any new promotions or courses.
17. To control ancillary facilities such as lighting and security cameras which are linked to the main reception.
18. To provide a presence and clear responsibility for the management of access control.
19. To act as Receptionist on a variable rota system including weekends, evenings and Public Holidays.
20. To promote our Child Protection Policy and the safety of our customers through the strict management of the Access Policy and to maintain security of the building.
21. To monitor usage of the sports facilities, and to provide feedback to the Sports Facilities Manager.
22. To actively promote and contribute to the University's Customer Care policy and to ensure the compliance of this policy by each shift team.

23. To liaise with groups of users to provide a supporting role to their activities and use of the facilities.
24. To issue items stored at reception related to the smooth operation of the service delivery i.e. keys (signed in and out), selling of merchandise, hiring of sports equipment and management of lost property.
25. To control any procedures relating to the payment for the hire or usage of sports equipment and to ensure that all cash issues, collections, financial transactions, cash reconciliation and banking are carried out in accordance with the Universities Financial Regulations.

#### **Decision making processes and outcomes**

26. To set and maintain standards of professional conduct and customer care for all Reception Staff, Sports Supervisors, Sports Assistants and casual staff.
27. Ensure that all Reception and Operations Staff are fully trained in the procedures for cashing up in accordance with the University and Department Financial Regulations.
28. Recruit and appoint Staff as required.
29. To maintain an overview of procedures and ensure that all NOP's and EAP's directly associated with the Reception Area and Access Policy are regularly reviewed and updated.

#### **Planning and Organising Resources**

30. To co-ordinate the day to day work of all reception staff through individual work plans, setting clear aims and objectives.
31. To organise Health and Safety audits to maintain health and safety standards throughout the Reception Areas and ensure compliance with all relevant Health and Safety at Work rules and regulations.
32. To review and manage the Reception Rota on a weekly basis working within a set budget.

#### **Initiative and Problem Solving**

33. To organise casual staff as required to cover holiday and sickness.
34. To review the Access Policy and implement any new procedures to meet our operational requirements.
35. To work closely with the Revenue Administration Manager to ensure the Sports Facilities booking/ access control system is operating efficiently and effectively and, if necessary provide direct supervision where necessary.

#### **Analysis and Research**

36. To set standard procedures for Cashing up tills.
37. To establish stock levels for secondary sales being sold at reception.
38. To set up Customer Care surveys to include all internal and external user groups and interpret findings from the survey.

#### **Sensory and Physical Demands**

39. To be conversant with the Gladstone booking program and to train and induct staff on the system.

**Work Environment**

41. To be conversant with all Health and Safety issues and to ensure that they fully comply with all current legal and statutory requirements and other codes of practice in a variety of Reception areas. This is to include work stations and the maintenance of operational systems and work practices.
42. To observe the Universities Health and Safety policies in accordance with the Health and Safety at work act 1974 and to take necessary action in any situation likely to cause accident / injury or likely to render buildings, structures, plant or equipment unsafe.
43. To be fully conversant with all emergency procedures and take responsibility for the speedy and effective evaluation of the facility in the event of an alarm activation requiring such action.
44. To ensure that the Reception Areas are maintained in a clean, tidy and safe condition at all times, thus projecting a professional image.
45. To work with the team to be able to deal with customer comments and diffuse any difficult customer situations.

**Pastoral Care and Welfare**

46. To be responsible for the welfare and well being of all Reception Staff.
47. To engineer a safe working environment, a positive attitude and promote an enjoyable working atmosphere.

**Team Development**

48. To be flexible within the working environment creating an ethos of teamwork and professionalism.
49. To provide training, support and management for all staff working on Reception.
50. To fully induct all new Reception staff, ensuring that all relevant operational / emergency procedures are clearly explained and understood.
51. To ensure that all staff implement the policy laid down and to ensure that ongoing training enables the Department to retrain staff with the necessary qualifications.

**Teaching and Learning Support**

52. To organise and manage Staff Training Courses.
53. To assist the Facilities Manager in the recruitment, induction and ongoing training assessment of all Reception staff and take the appropriate action to build performance through the Appraisal System and setting Individual Work Plans.
54. To oversee the program for any work placement students working in the Reception Areas.

### **Person Specification**

Criteria	Essential	Desirable	Assessed by		
			A/F	I	T
<b>Qualifications</b>					
Educated to GCSE level or equivalent qualifications or experience	X		X		
Educated to 'A' Level standard or equivalent		X	X		
Recent completion of a customer care course – NVQ or equivalent		X	X		
<b>Experience/Knowledge</b>					
Substantial experience of working in Reception / Administration	X		X	X	
Experience in leading and managing a team and setting rotas	X		X	X	
Previous work experience in a sports centre environment		X	X	X	
Experience in working with booking systems		X	X	X	
Excellent knowledge of I.T (especially word-processing and spreadsheets)	X		X	X	
Relevant customer care experience	X		X	X	
<b>Skills</b>					
The ability to deal tactfully and professionally with all enquiries.	X		X	X	
Good personal communication and organisational skills	X		X	X	
<b>Attributes</b>					
A helpful and positive attitude	X		X	X	
An active interest in setting high standards of customer care		X	X	X	

Criteria	Essential	Desirable	Assessed by		
			A/F	I	T
Ability to manage the requirements of diverse customers without compromising the quality of the expected service.		X	X	X	
Willingness to contributes to effective team working by co-operating across functional boundaries		X	X	X	

Code: A/F – Application form, I – Interview, T – Test