

## DEANS LEISURE MANAGEMENT

### JOB DESCRIPTION

<b>Post Title:</b>	Receptionist (Part-Time)	<b>Grade:</b>	Deans Scale 7
<b>Post Number:</b>	DP0056P	<b>Date:</b>	April 2019
<b>Line Manager:</b>	Duty Manager Sales and Retention	<b>Directorate:</b>	Deans Leisure Management
<b>Daily Supervision:</b>	Duty Manager	<b>Unit/School:</b>	

#### Job Purpose:

To create a favourable first impression of Deans Sport and Leisure. Attend to customers and deal with day to day enquiries both over the phone and face to face. Supply correct information about Deans Sport and Leisure to customers. Ensure that customers are received in a friendly, polite and efficient manner.

#### Principal Duties and Responsibilities:

1. To work as part of a team on a shift rota system to ensure that the Leisure Centre reception procedures are carried out efficiently.
2. To promote the Leisure Centre positively at all times and maintain the displays of promotional material.
3. To receive telephone, written and personal bookings and payment for use of the Centre's facilities.
4. To be responsible for cash handling and reconciliation of monies at the end of each shift.
5. To assist the customers with choice and enrolment on the Centre's courses.
6. To work as part of a team to achieve income and sales targets for the health and fitness facility. Promote memberships where possible, following the sales procedure to ensure customers receive an efficient service when purchasing a membership.
7. To operate the public address system, telephones and computer booking system whilst on duty.
8. To promote and control items for resale and hire.
9. To keep reception clean, tidy and a pleasant environment in which to work
10. To have a wider knowledge of Lincoln Colleges services and be able to cross sell where possible.

11. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
12. To maintain professional standards and expertise by undertaking relevant professional development.
13. To conform with the Health and Safety requirements relevant to the post. To be aware of all Health and safety issues within Deans Sport and Leisure.
14. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

**NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**

## DEANS LEISURE MANAGEMENT

### PERSON SPECIFICATION FORM

**Post Title:** Receptionist (Part-Time) **Grade:** Deans Scale 7

**Post No:** DP0056P **Date:** April 2019

**Directorate:** Deans Leisure Management **Unit/School:**

No.	Requirement	Proposed Selection Method *
<b>Knowledge</b>		
1	Understanding of the basics around health and safety within a leisure facility	A/I
2	GCSE (or equivalent) in Maths and English Grade 9-4 (A*-C).	A/I
<b>Skills/Abilities – Interpersonal</b>		
3	The ability to work in a non discriminatory manner.	A/I
4	The ability to work as a member of a team.	A/I
5	Good verbal communication skills (telephone and face to face).	A/I
6	A thorough knowledge of the principles of customer care.	A/I
7	The ability to work on own initiative.	A/I
8	The ability to communicate clearly in writing.	A/I
<b>Experience</b>		
9	Recent relevant administrative.	A/I
10	Practical experience of using software packages including word processing, databases, spreadsheets, email, internet, and leisure management booking systems.	
11	Practical experience in dealing with customer queries.	A/I
12	Experience of selling a range of products and packages	A/I
<b>Work Related Circumstances</b>		
13	The ability and willingness to undertake relevant staff development.	A/I
14	Commitment to the centre offer and main aims.	A/I
<b>Skills/Abilities – Other</b>		
15	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

**Prepared By:** Mari Fenton

**Date:**

30/04/18

**Designation:** Senior Duty Manager

\* A = Application Form

I = Interview

T = Test