**Job Description**

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| **Job Title**  Receptionist- Leisure Assistant | |
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| **Department**  Sports | **Team** |
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| **Reports to (Job Title)**  Sports Centre Manager | |
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| **Responsible for (number of supervisees)** | **Job Grade** |
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| **Location**  Edinburgh House | **Contract Type**  Part time, 24 hours per week Permanent |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Purpose of the Job**

Provide administrative and reception support to ensure effective and efficient service delivery within the Leisure facility. Undertake a range of duties to maintain a clean, safe environment for customers in all areas of the leisure centre.

**Main Duties and responsibilities**

* Interact with the public responsibly and welcome users to the facility to ensure a positive image is portrayed at all times
* Operate the telephone system and accept telephone bookings to ensure efficient booking arrangements for leisure services and activities.

### Show prospective members around the facility and encourage them to take out membership

### Receive personal callers, accept bookings and deal with enquiries to ensure efficient booking arrangements and the provision of appropriate information within agreed timescales.

### Maintain client records using the Mind Body database and paper based systems to ensure effective record keeping, strict security and confidentiality of data

### Collect, record and secure income using the Mind Body database system and manual systems to ensure all financial transactions are recorded correctly

### Check daily sales activity at the end of each day by reconciling the Mind Body data system to the daily sales and till

### Undertake word processing and general clerical duties e.g. filing, photocopying to ensure efficient clerical arrangements within Leisure facilities

### Liaise with staff on other shifts to ensure smooth changeovers and transfer of appropriate information for effective service delivery.

### Provide cover for other reception/clerical staff so that effective service delivery is maintained.

* Clean internal and external areas (including changing rooms and toilets) to ensure safe use by service users.
* Assemble and dismantle equipment (including sports, exhibition displays, social events etc.) so that activities and events can take place in a safe and secure environment.
* Oversee general safety and behaviour of the public to prevent injury, misuse and damage to themselves, others, facilities and equipment
* Handle and store supplies and equipment to ensure efficient operation of leisure facility.
* Promote and practice customer care and contribute to improving standards, performance and efficiency and promote equality and health and safety standards.

**Person Specification: Receptionist – Leisure Assistant**

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| **Attribute** | **Essential** | **Desirable** | **How Identified** |
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| **Experience** | * Previous experience in a customer facing role demonstrating excellent communication skills when dealing with the public * Experience in dealing with customer issues, concerns and complaints * Experience in Reception duties including answering the phone, cash handling * Ability to react calmly and effectively in emergency situations * Ability to prepare routine paperwork and data entry | * Experience of using Mind Body database system or equivalent * Experience of working with sports clubs or community sports * Experience with Membership queries | * Application Form * References * Interview |
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| **Knowledge** | * Minimum 3 GCSE including English, Maths and IT * Experienced user of Microsoft Word, Excel, PowerPoint, Publisher, Internet, Emails | * Knowledge of customer relationship management including assessing customer needs, meeting customer expectations and evaluation of customer satisfaction * Qualified as a first aider | * Application Form |
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| **Skills/Personal Qualities** | * Confident, pleasant manner and smart appearance * Ability to communicate effectively * Ability to work on own * initiative and as part of a team * Ability to show tact and diplomacy and to deal calmly and effectively with challenging behaviour * Shows commitment to equality and diversity * Enhanced DBS * Flexibility with shifts | * Full driving licence * Commitment to the Christian aims and purposes of the YMCA * Have an ability to work under pressure | * Application Form * Interview * References |

**Special Notes**

This appointment is subject to:

* DBS enhanced clearance
* 2 references
* Successful applicant will be expected to work some evenings and weekends, working flexibly in a rota with other sports staff covering all hours of operation
* Part Time 24hrs/week.
* The employee will be expected to undertake any appropriate training provided by the employer to assist them in carrying out their duties
* The Sports Centre opens 7.30am – 9.00 pm weekdays and 9.00am – 4.00pm weekends. Rotas will be based on these times.