

JOB DESCRIPTION

Job Title:	Receptionist
Grade:	Grade 2
Responsible to:	Duty Manager
Location:	As advertised
Responsible for:	NA
Hours of Duty:	As advertised
Purpose and Objectives of Post:	

To form an integral part of the leisure team at a leisure centre.

To provide a professional, welcoming front of house service and supporting the facility in maximising income opportunities through membership sales and retention, sales of secondary spend items - including sports merchandise, beverages and snacks etc (where appropriate), whilst demonstrating excellent customer service at all times.

Main Duties and Responsibilities:

The duties listed below together with such other duties falling within the purview of the post as may be required.

1. Receive cash for admission to the centre, through sales of secondary spend items, hire of the facilities and issue tickets and receipts as necessary.
2. Take responsibility for the reconciliation and safe keeping of SCL's monies. Prepare monies for collection by SCL authorised cash collection company and complete associated paperwork. To ensure the submission of appropriate financial returns.
3. To supervise the reception area
4. Operate the telephone and public address system.
5. Maintain the register of lost and found property
6. To be responsible for the cleaning & hygiene of designated areas of the facility.
7. Process payments using an MIS (management information system) system and complete cash reconciliation.

8. To assist with keeping MIS bookings up to date, any club and booking sheets as and when required and to ensure all attendances are accurately recorded.
9. To participate in promotion and marketing activities
10. To answer routine enquiries from members of the public in the appropriate manner and format
11. Ensure compliance with health and safety policy, codes of practice and all government legislation with regard to hygiene, first aid, fire precautions, food hygiene (where appropriate) and safety within all areas.
12. To attain the required standard of personal appearance and to wear the uniform provided whilst on duty.
13. To maintain and foster good working relationships with colleagues in SCL.
14. To assist in other areas of the centre if required (following appropriate training)
15. To undertake any other such duties reasonably commensurate with the level of this post.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.
6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised: November 2015

Prepared by: Garry Bateman & Mark Chew

Agreed by Post holder: