Your job

Job Title: Receptionist

Service: LSV

Grade: 3

Reporting to: Ticket Office and Customer Relationship Manager

Leigh Sports Village is a pioneering multi-sector development and is now one of the finest sporting hubs in the Northwest. The Sports Village provides state of the art facilities for sport, education, wellbeing, leisure and culture and serves the local community and the region as a whole.
We are looking for a committed individual with a passion for sports stadia and the leisure industry with the drive to make a real difference. As Reception, reporting to Victoria Kehoe you will be a key member of the LSV team.
To ensure the delivery of high standards of customer care and service.

Provide a first point of contact for customers giving information, advice, and controlling entry.

To support the work of the team and contribute to maintaining a safe and secure environment.

To promote and develop the activities and facilities of Leigh Sports Village working in conjunction with key partners and stakeholders.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Handle out of hours ticket enquires via VMS, Perform Fan Support related tasks (communicating electronically with customers) as required in periods when receptionist tasks are completed.
- Book in, amend and cancel all internal meeting room requests and preparing meeting rooms in line with LSV procedures ensuring optimum efficiency.
- Ensuring that appropriate stocks of stationery are maintained. Order stationary, printer cartridges, and other consumables for the office and ensure an accurate inventory of stock.

On an ongoing basis you will:

- Attending to the needs of customers in a way that encourages their return and promotes the good image of the Stadium and Sports Village.
- Acting at the front-line public relations element within the Stadium being smartly dressed in the uniform provided. (awaiting new uniforms)
- Controlling admissions in line with the Sports Village Admissions Policy.
- Receiving and recording all personal visiting the stadium through the visitors' book and helping them reach their destination.
- Disseminate general and specific information to customers as may be required.
- Operating the Stadium telephone system, radio communications and public address system.
- Being fully conversant with, and complying with when necessary, emergency procedures.
- Undertaking general administration duties as required by the Sports Village management team.
- Handle out of hours ticket enquires via VMS.
- Book in, amend and cancel all internal meeting room requests and preparing meeting rooms in line with LSV procedures ensuring optimum efficiency.

- Ensuring that appropriate stocks of stationery are maintained. Order stationary, printer cartridges, and other consumables for the office and ensure an accurate inventory of stock.
- Receipt and accurate recording of lost property in accordance with procedures.
- Preparation of statistical information as required by Sports Village management team.
- Ensuring that awareness of Operating Procedures applicable to the post are understood and implemented.
- Updating and maintaining the staff contact/partner information (phones & emails) (distribute as appropriate).
- Attendance at group meetings as required.
- To undertake any other duties commensurate with the job title.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- GCSEs (A-C) Maths & English
- Experience of IT systems – particularly spreadsheets/ databases and the manipulation and presentation of accurate data
- Conversant with ticketing software packages
- Previous experience within a similar role
- High standard of organisation and communication skills
- Ability to communicate well with the general public and awareness of Customer Care Practices
- Ability to resolve issues under pressure
- The post holder will be required to work bank holidays, evenings and weekends

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“Take pride in all that you do and support and develop yourself and others.”
Be Accountable	“Be responsible for making things better, enabling change and supporting improvement.”
Be Courageous	“Be open to doing things differently and working collaboratively with others.”
Be Kind	“Be helpful, generous and thoughtful towards yourself and others.”