Your job

Job Title: Receptionist

Service: Be Well

Grade: 3

Reporting to: Megan Gosling

As a BeWell Receptionist, you will work within the various leisure facilities across the Borough. You will act as the first point of contact for service users and will support customers with range of enquiries including bookings for swimming lessons and Gym session and promote the benefits of the Be Well membership packages.

The BeWell team are committed to support the health and wellbeing of our residents across the Wigan Borough. Whether this be supporting our youngest residents embark on their first swimming lesson or supporting individuals and community groups with existing exercise and wellbeing programmes. We pride ourselves on offering an extensive and diverse range of physical activity to support our residents.

You will provide a comprehensive, efficient, and effective telephony, online and face to face customer advisory service by acting as the first point of contact to the leisure centre. You will use effective communication skills to actively engage and provide professional responses to resolve customer queries.

You will have the ability to work in a fast-paced environment whilst ensuring that you always deliver a high level of professional customer service.

You will be expected to work a variety of shifts which will vary across Monday to Friday and weekends on a rota basis.

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:

On an ongoing basis you will:

- Deal effectively with customer enquiries at reception points and in public access areas whilst positively promoting and sharing information about services available including the Be Well membership packages to customers.
- Have the flexibility to work across all sites within the Wigan portfolio to ensure as and when required Receptionists can be placed at any leisure site to ensure service delivery is not disrupted.
- Undertake work in different areas if deemed appropriate as and when required to prevent any disruption to customer service and ensure Wellbeing / membership services always run effectively.
- Respond to routine and ad hoc requests for information.
- Provide administration support in preparation for meetings and assist with maintaining a variety of records.
- Undertake day to day routines including security, room bookings and preparation and support the organisation of events and activities.
- Be responsible for the administration of over the counter / phone bookings, and financial transactions using relevant leisure systems.
- Be responsible for the accurate administration of the BeWell membership scheme.
- Administer an effective lost property system maintaining adequate records.
- Account for all small stock items for sale and/or hire, including stock checks.

- Utilise and demonstrate highly effective and engaging customer service skills that engages the customer to transact with us as the first point of contact.
- Be responsible for accurate cash handling including daily reconciliation on the Leisure Management Software System (Gladstone 360) and report any discrepancies to the Assistant Manager.
- Operate in conjunction with Health & Safety practices including prompting visitors to comply with signing in and out practices.
- Provide accurate and timely telephony, online and digital advice and information to customers in relation to their enquiry.
- Assist in resolving customer queries or complaints, whilst escalating where necessary.
- Assist in the development of new starters and apprentice staff by sharing best practice and demonstrating established procedures.
- The upskilling of Reception staff to enable working in the Hub as and when required to prevent any disruption to customer service and ensure Wellbeing / membership services always run effectively

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:

- GSCE in Maths and English or equivalent qualification, such as functional skills / relevant experience
- The ability to be competent in using Office IT packages
- The ability to work accurately and follow instructions.
- The ability to plan, work, manage your own time and meet deadlines.
- Experience of working in a customer service environment.
- Good organisational, verbal, and written communication skills.
- The ability to use own initiative and work flexibly as part of a team.
- The ability to or the experience of using computer systems to input and extract data such as databases, spreadsheets, word-processing packages, and email.

- The ability to identify problems and seek effective solutions.
- The ability to work effectively in a fast-paced environment and meet agreed targets.
- The ability to work flexibly across various sites when required.
- Be enthusiastic and committed to providing excellent customer care.
- Appropriate training or shadowing will be explored and implemented to ensure Receptionists are confident and equipped to cross work at all other sites additional to their current home site when necessary.

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."