

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Receptionist |
| HBC Grade: | HBC2 |
| Service: | Community & Environment |
| Division: | Stadium & Hospitality Services |

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| **Main Purpose of the Role** |
| To work as part of a team in a busy stadium environment, ensuring the Reception area is run in a smooth and efficient manner. To convey a good first impression to all customers and to assist in the marketing of the stadium and facilities by offering information and suggestions as well as responding to general enquiries. |

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| **Key Duties**  |
| **1** | To welcome customers upon arrival and to deal with their needs, pleasantly, quickly and efficiently. |
| **2** | Ensuring all customers sign in and out and direct them to relevant area of the Stadium. |
| **3** | Receiving monies and issuing receipts and tickets. |
| **4** | Cash handling and bank preparation within the council’s guidelines and procedures |
| **5** | Dealing with enquiries, both over the telephone and in person, and giving out information |
| **6** | Taking bookings using the computerised booking system. |
| **7** | Post; open, date stamp and distribution |
| **8** | Handling lost property in accordance with the stadium procedures |
| **9** | To be responsible for the presentation of the reception area. |
| **10** | Raising internal and external invoices. |
| **11** | Bookkeeping and compilation of user statistics and records. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential**  | **Desirable**  | **How Identified**  |
| **GCSE – English & Maths** | **Computer skills including word & excel and other office applications.** | Interview & Application Form |

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| **Essential Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | **Experience of working within a Stadium or similar environment**  | Application / Interview /Assessment |
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| **KNOWLEDGE**  |  | Application / Interview /Assessment |
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|  | Application / Interview /Assessment |
|  **SKILLS & ABILITIES**  | **Excellent communication skills** | Application / Interview /Assessment |
| **Excellent customer service skills** | Application / Interview /Assessment |
| **Ability to work individually or as part of a team** | Application / Interview /Assessment |
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| **Desirable Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | **Experience in Local Authority (or equivalent)** | Application / Interview /Assessment |
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| **KNOWLEDGE**  |  | Application / Interview /Assessment |
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|  **SKILLS & ABILITIES**  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| **Flexible working, required to work any 5 of 7 days** |  | Interview / Assessment / Documentation  |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.