

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Casual Receptionist |
| HBC Grade: | HBC2 |
| Service: | Leisure Centres (Active Halton) |
| Division: | Leisure Services |

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| **Main Purpose of the Role** |
| Responsible for creating a welcoming environment to visitors (customers) and delivering the highest level of customer service. Provide entry and general information on the centres activities alongside a reception service for the building. Assist in the effective day to day operations of the service and maximise sales whenever possible. |

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| **Key Duties** | |
| **1** | Assist in the day to day running of the centres computerised systems including sales, promotions, tickets and information for the Public and Contractors in person, by phone, post or website. Recording customer information in compliance with the Data Protection Act. |
| **2** | Ensure a smooth and courteous transaction on all occasions. |
| **3** | Process all payments accurately and to ensure the float management systems are followed including the cashing up of till(s) as per the centre’s procedures and feedback any areas of concern to the Operations Manager. |
| **4** | Monitor admissions of unaccompanied children under the age of 8. |
| **5** | Administer the hire equipment and deposit system. |
| **6** | Operate the P.A. system. |
| **7** | Record and administer the lost property system. |
| **8** | Restrict access into the reception area to authorised personnel only and to ensure that the reception area is kept tidy and presentable at all times. |
| **9** | Handle all potential membership enquiries as per the standard practice. |
| **10** | Assist with any general clerical duties as requested |
| **11** | Work as part of a team, assisting other members of staff and communicate effectively in order to deliver a high level of customer service. |
| **12** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

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** |
| Minimum of 3 GCSEs, A-C grade or equivalent. This equivalent may be other qualifications which equate to GCSEs | To include English & Maths | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Experience of working in a team in a service industry | Demonstrate a knowledge and understanding of customer care | Interpersonal and communication skills | Application / Interview /Assessment |
| Experience of handling money and reconciliation |  | Computer keyboard skills | Application / Interview /Assessment |
|  |  | Engaging and approachable | Application / Interview /Assessment |
|  |  | Able to deal with situations in a calm and effective manner | Application / Interview /Assessment |
| **DESIRABLE** | Experience using computerised software | Demonstrate a knowledge of the day to day operation of a public leisure centre |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Excellent Timekeeping |  | Interview / Assessment / Documentation |
| Candidates must be self-reliant and be able to work well on their own as well as part of a team |  | Interview / Assessment / Documentation |
| Willing to attend appropriate training and development to enhance personal skills and knowledge |  | Interview / Assessment / Documentation |

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **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.