

Job Description

Role Title:	Sports Centre Receptionist
Dept:	Student Experience and Support
Reference:	MPF810
Grade:	3
Full or Part time:	Part time
Hours:	14.5
Reports to:	Front of House Duty Manager

Overview

The operation of the Sports Centre is managed by the **Head of Sport**. The Receptionist role will be responsible for the setup of gym memberships, managing the booking and payment of facility hire, assisting in lifeguarding duties and assist various sports activities and contribute to a professional, safe and enjoyable customer experience within our Sports Centre. Student Experience and Support is at the heart of what we provide.

The existing indoor Sports Centre is located on the Peel Park Campus and contains the following facilities:

- 25 metre swimming pool with sauna and spa
- Fitness suites consisting of cardio vascular, resistance and strength and conditioning rooms
- 2 squash courts
- Fitness studio
- 6 court sports hall
- Health Hub

Outdoor sports facilities are located on the campus at David Lewis playing fields and contain the following:

- 3G Pitch
- 2 Grass Pitches

Please note that the working hours are a combination of days, evenings, and weekends to suit needs of the business.

Role Purpose

Provides a welcoming and helpful Reception service at the Centre; in particular processing membership applications, taking bookings, banking, running the Centre's social media accounts, debt collection and dealing with enquiries in an efficient manner.

Principal Duties & Responsibilities

- Reception staff will be required to cover Lifeguard duties where needed and it is therefore essential that all staff operating within the Sport Centre are NPLQ Lifeguard trained or are able to pass the Qualification within the first 6 months of the role.
- To answer routine enquiries from members of the public both verbally and in writing.
- To receive payment for admission to the Centre, sale of sports equipment and confectionery, the hire of the facilities and issue tickets and receipts as necessary. To deal with all cash matters relating to the vending machines.
- To take responsibility for the reconciliation and safekeeping of the University's income. Ensures the submission of appropriate financial returns.
- To give advice and guidance on memberships and Sports Centre services and answer all enquiries promptly and professionally, and provide a welcoming and helpful service at all times.
- To make bookings and assist in any development/promotion/organisation of events/activities at any University Sports facility.
- To operate the telephone switchboard and public address system.
- To maintain membership records, processing applications, and take an active part in membership debt recovery.
- To carry out remedial cleaning if and when required.
- To play a key role in the Social Media aspect of the Centre and actively partake in Centre promotions.
- To rectify or report any faults, breakages, standard of cleanliness which detracts from that required.
- To maintain the register of lost and found property.
- To prepare daily and weekly records of tickets issues and items sold including stock control.
- To prepare daily booking sheets, club and school booking sheets and other documents as and when required.
- To play a key role in developing and maintaining high standards of customer service.
- To comply with the University of Salford's policies and procedures on Health and Safety.
- To carry out work duties in a way which ensures compliance with the Tom Husband Leisure Centre's Normal Operating Procedures and Emergency Action Plans, Customer Promise, Staff Code of Conduct and all relevant Government legislation with regard to hygiene, health and safety, first aid, fire precautions, security and any matters with regard to dealing with the public.
- To support the aims and philosophies of Student Experience and Support Services and to carry out any other duties appropriate to the nature and grade of the post.
- To attain the required standard of personal appearance and to wear uniform provided whilst on duty.
- To develop and maintain the highest level of contact and communication with customers and relevant authorised officers so as to ensure confidence in and satisfaction with all leisure services.

- To maintain good working relationships within the University of Salford and project a positive and professional image of the organisation at all times.
- Perform any other duties appropriate to the grade as may be required by your line manager.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost conscious approach when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. NVQ Level 2 or equivalent in a relevant subject (D)
2. National Pool Lifeguard Qualification (E)
3. First Aid at Work (D)

Background and Experience

4. Significant experience of working in a reception or 'front desk' environment in a customer service role (E)
5. Previous experience in handling customer complaints in a sometimes pressurised workplace and resolving customer problems face to face or through referral arrangements (D)
6. Previous experience of record keeping using paper systems and software applications (E)
7. Some experience of cash handling and accounting procedures (D)

Knowledge

8. Leisure Centre operations (E)
9. The benefits of good customer service (E)
10. General administrative systems for covering reception (E)

Skills and Competencies

11. Good verbal and written communication skills (E)
12. A professional manner and strong customer focus when dealing with customers face to face or by telephone (E)
13. Ability to use a PC for various applications (eg Microsoft Excel, Word, Outlook, Membership System) (E)
14. Good organisational skills, both in terms of own work and the team's activities (E)
15. An ability and willingness to exercise discretion and confidentiality at all times (E)
16. A flexible approach to shift patterns and unsocial hours (E)