

Casual Receptionist

Post Information	
Service Unit: Operations	Post Number: N/A
Location: Coventry Sports and Leisure Centre	Scale: 1
Responsible to: Duty Manager (Operations)	
Contract Type: Casual	

Job Description
<p>Role:</p> <ol style="list-style-type: none"> To support the Company in the provision of a customer focused reception and enquiry handling service. <p>Key Objectives:</p> <ol style="list-style-type: none"> To provide a positive first impression and to create 'customer delight' in respect of all callers and enquirers to the Company. <p>Key Activities:</p> <ol style="list-style-type: none"> Within a team, acts as the initial point of contact for all personal and telephone callers. Receives and greets customers in a helpful and courteous manner. Takes bookings and manages cash and credit/debit card transactions accurately. Maintains accurate booking records in respect of the hire of facilities, equipment and courses etc. Promotes and establishes a culture of 'inclusivity', 'customer care' and 'quality service' among colleagues and within activities. Identifies, and takes steps to alleviate, barriers to effective communication and Company services. Maintains up to date and well-presented sources of information 'front of house'. Confronts and tackles the conduct and behaviour of customers, visitors and other employees where not taking action may lead to injury or distress, either directly or through support of their manager or other appropriate employee(s). Immediately reports to their Line Manager, or other appropriate employee, all issues of health, safety and welfare that may lead to harm of self or others, or takes remedial action as appropriate.

Person Specification		
Appointment Requirement: Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).	E / D	Assessment See end note
Technical Requirements		
T1 Oral communication skills sufficient to:		
a) Converse effectively with people on the telephone or face to face in order to inspire confidence and promote Company products.	E	1,3
b) Deal efficiently with customers, displaying appropriate levels of tact, diplomacy and resilience.	E	1,3
T2 Knowledge of cash handling and office procedures e.g. cash control, income and inventories, filing systems etc.	E	1,3
T3 Customer Care NVQ Level 2 or equivalent.	D	1,4
T4 Understanding / awareness of Health and Safety as related to public areas.	E	1,3
T5 Ability to use minicom / text-talk telephone systems.	D	1,3
T6 Numerical skills sufficient to take payments and provide change accurately.	E	1,3
T7 Written communication skills sufficient to maintain accurate records and telephone messages.	E	1,3
T8 IT skills sufficient to use a computerised booking system	E	1,3
Organisational Requirements		
O1 Evidence of commitment to promote 'inclusivity' and 'quality' service provision in carrying out duties.	E	3
O2 Must be sensitive to the varying needs and aspirations of a diverse customer base.	E	3
O3 Able to recognise the causes of inequality in service delivery.	E	3
O4 Willingness to tackle known or suspected breaches in Company policies and procedures, or to legislation, directly or through support of the line manager.	E	3
O5 Understands the importance of confidentiality and displays a willingness to maintain it.	E	3
<i>Continued Overleaf</i>		

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Organisational Requirements continued		
O6 Willing to integrate the concepts of 'Health and Safety' and 'Energy Management' in carrying out duties.	E	3
O7 Understands importance of Company uniform requirement and displays willingness to comply with it.	E	3
O8 Advocates the Company's vision and values, and complies with it's Employee Code whilst carrying out duties	E	3
Personal Requirements		
P1 Evidence of flexibility to comply with shift work (including early starts, late finishes and weekends).	E	1,3
P2 Evidence of ability to:	E	1,3
a). Work as part of a team		
b). Work under pressure		
c). Work to a number of varied and changeable tasks		
d). Deal positively with customer comments and enquiries		
e). Work at any of the Company's facilities		
Continued Overleaf		

Assessment Notes

Assessment Codes:

1= Information contained on application form 3= Probing at the Interview

2= Test 4= Documentary Evidence

D = Desirable

E= Essential

Selection Notes

Coventry Sports Trust embraces the principles of equality and diversity it will ensure that the talents and resources of employees are utilised to the full. The Trust is therefore committed, wherever practical, to achieving and maintaining a workforce which broadly reflects the local communities in which we operate, and to creating a working environment which combats prejudice, stereotyping, harassment and undignified behaviour.

If you wish to discuss this further, please contact the Human Resources Team on 024 7625 2553.

Pre – Employment Checks

All appointments are subject to the receipt of satisfactory references, medical clearance and ability to comply with the Asylum & Immigration Act (1996)

Other

The location shown at the top of this document indicates principal location, but successful candidates may be required to work from any location from where the Company currently, or in the future, operates its business.

The Company currently operates from Coventry Sports & Leisure Centre, Foleshill Sports & Leisure Centre, Brandon Wood Golf Course, Tile Hill Wood School and Moathouse Leisure and Neighbourhood Centre.

The duties reflected in this Job Description should be used for guidance purposes only. All employees are required to carry out any duties commensurate to their role and salary.