

JOB DESCRIPTION

- Job title:** **PART-TIME RECEPTIONIST**
WOODFORD PARK LEISURE CENTRE
- Responsible to:** Leisure Services Manager
- Hours of work:** Fixed hours. Early mornings, evenings and weekend shift work depending on mutually agreed hours.
- Job scope:** To work on reception at Woodford Park Leisure Centre and provide administration support where necessary.
- NOTE:** The post is based at Woodford Park Leisure Centre, however the post holder may be required to work at any other Woodley Town Council site whilst on duty.

MAIN DUTIES:

1. To work on reception and handle customer enquires either in person or over the phone.
2. To take payments for bookings and activities either in person or over the phone.
3. To operate the cash till and be responsible for cashing up and end of day banking.
4. To operate the booking system and booking diaries to accurately record information on activities and other general bookings.
5. To operate the gym membership system; including the setting up of new gym memberships.
6. To complete filing, photocopying and other general office tasks.
7. To assist in managing the vending stock, including restocking where necessary.
8. To handle and deal with issues arising from customers and the general public, including customer complaints.
9. To assist the Duty Manager in ensuring high standards of cleanliness throughout the centre at all times.
10. Willingness to work flexibly in response to changing organisational requirements.
11. To assist the Duty Manager with any other centre related tasks.
12. To assist with fire/emergency evacuation procedures when necessary.
13. To be aware of the health and safety requirements within the receptionist role.
14. To undertake any other duties in keeping with this role.

PERSON SPECIFICATION

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WOODFORD PARK LEISURE CENTRE

Responsible to: Leisure Services Manager

Job scope: To work on reception at Woodford Park Leisure Centre and provide administration support.

Essential	Desirable
Experience <ul style="list-style-type: none"> • Experience of cash handling • Experience of working with customers • Experience of working within a team 	<ul style="list-style-type: none"> • Experience of working within a leisure centre • Experience of working within local authority / public sector • Previous experience of working within an office or on reception
Skills <ul style="list-style-type: none"> • Ability to work as part of a team • Good customer care skills and a customer focussed approach to work • Positive and friendly persona • Ability to work using own initiative • A good standard of personal presentation 	<ul style="list-style-type: none"> • Good IT skills; including Word, Excel and Publisher • Ability to positively promote and sell the centre and its activities
Knowledge <ul style="list-style-type: none"> • Good knowledge of cash handling and banking procedures 	<ul style="list-style-type: none"> • Good knowledge of basic health and safety in relation to reception
Education and Qualifications <ul style="list-style-type: none"> • Good standard GCSE level education (or equivalent), including a pass or higher in mathematics 	<ul style="list-style-type: none"> • First Aid qualification
Other <ul style="list-style-type: none"> • Willingness to work a variety of shift times and days, including evening and weekend shifts and cover 	<ul style="list-style-type: none"> • Willingness to work flexibly in response to changing organisational requirements