

Job Description

Job Title:	Sport and Fitness Centre Receptionist
Faculty/Department:	Sport and Fitness Centre
Reporting to:	Duty Manager
Duration:	Continuing
Job Family:	Administration
Pay Band:	2
Benchmark Profile:	Administrator Band 2
CRB Disclosure requirement:	N/A
Vacancy Reference:	CA0016

Details Specific to the Post

Background and Context

The Sports and Fitness Centre provides extensive high quality facilities on the Hull Campus catering for the needs of students, staff and community. It has a recently refurbished fitness centre as well as a wide range of indoor and outdoor leisure facilities, including: Sports hall, studio, seminar room, external artificial surfaces, and grass pitches.

Specific Duties and Responsibilities of the post

To provide an efficient, friendly and professional Reception service, acting as first point of contact within a busy Sports and Fitness centre.

GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

- Roles at this level are involved in work that is prescribed and reactive, performing straightforward tasks within a given set of duties
- The role holder will:
 - Work as part of a team to provide administrative support to staff, students and more senior colleagues
 - Be aware of basic principles and practice and have an understanding of this type of work gained through on-the-job training
 - Under direct supervision within existing established routines and procedures

Main Work Activities

Communication

- Answer the telephone and assist callers with their queries; to take and forward messages as necessary
- Address customer complaints in a friendly, constructive manner; to liaise where appropriate with Duty Management in resolving customer complaints

Teamwork

- Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

Service Delivery

- Required to perform reception duties and act as first point of contact.
- Receive payment, operate tills and ensure that accurate receipts are issued to users.
- Control entry and exit points to the Sports and Fitness Centre.
- To promote special offers and sales promotions to users.
- Maintain contact with other staff via two-way radio as necessary in order to maintain adequate service provision.
- Undertake open day tours and other promotional duties as necessary.
- Process memberships on receipt of payment.
- Complete ongoing membership administration.
- Take facility bookings, hire out equipment and provide club locker keys in accordance with agreed procedures.
- General office duties which may include
 - Using photocopier and fax equipment
 - Receiving, acknowledging, distributing and posting mail
 - Updating notice boards
 - General filing duties

Analysis/Reporting/Data inputting

- Input data and maintain accurate records

Additionally the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department.

May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden

- Show a commitment to diversity, equal opportunities and anti-discriminatory practices
This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures

COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

. The Competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
Knowledge and Experience	
Has knowledge and experience of this type of work	Application/Interview
Has experience of a busy customer care environment	Application/Interview
Can demonstrate IT literacy with an ability to learn new systems and software	Application/Interview
Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English grade A - C	Application/Interview
Holds a basic qualification in leisure / Fitness (Level 1) and or ETM.	Application/Interview
Communication (Oral)	
Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts.	Application/Interview
Communication (Written)	
Can demonstrate the ability to summarise Information accurately, in a well structured, clear and concise form.	Application/Test
Teamwork and Motivation	
Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner.	Application/Interview
Service Delivery	
Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory.	Application/Interview