

**Job Description**

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| Job Title: | Hull Sport Receptionist |
| Faculty/Professional Directorate: | Student Services Commercial |
| Subject Group/Team | Hull Sport |
| Reporting to: | Head of Sport and Student Life |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 2 |
| Benchmark Profile: | Administrator Band 2 |
| CRB Disclosure requirement: | N/A |
| Vacancy Reference: | SS0160 |

**Details Specific to the Post**

**Background and Context**

In 2019 the University of Hull completed a £17m investment into the sport facilities; the Hull Sport Park. The Hull Sport Park proudly boasts world class on-campus sport facilities including the iconic Allam Sport Centre.

The Hull Sport service has a reputation for delivering first class sport services both on the main campus and in the community.

This is an exciting time to be part of the Hull Sport team and play a role in delivering an excellent customer experience for our students, staff and community in the region’s premium sport and fitness facilities.

The Hull Sport team is committed to encouraging people to join in, belong and grow in our community, together.

Hull Sport sits within the Student Services Directorate, playing a key role in delivering an excellent student experience on campus and supporting the wellbeing of all of our students.

### Specific Duties and Responsibilities of the post

As a member of the Hull Sport Reception team the post holder will be focused in delivering an excellent customer experience to current and prospective gym members and facility hirers consisting of Students, Staff members and the local community.

This will be achieved by interacting with our users over phone, email, social media and face to face in order to answer enquiries on various areas of the department.

Alongside this the role will also include general reception duties such as taking payments & cashing up; processing memberships; monitoring facility access; taking and inputting facility bookings, as well as other general office-based administration where necessary.

**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

1. Answer the telephone and assist callers with their queries; to take and forward messages as necessary
2. 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 Allam Sport 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.

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| **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** |

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| **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** |
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| **Communication (Written)**  Can demonstrate the ability to summarise Information accurately, in a well structured, clear and concise form. | **Application/Test** |
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| **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** |
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| **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** |
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