



## Casual Receptionist

**Salary:** £12.85 per hour

**Contract Type:** Casual

**Hours:** Casual hours which could be up to 0-36.25 hours a week

**Location:** Ormskirk

**Accountable to:** Head of Sport & Commercial Services

**Reporting to:** Duty Manager





## About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 13 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 140,000m<sup>2</sup> of built environment, including 2,500 residential bedrooms. The departmental revenue budget is circa £19m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

**The FM Values** – guiding our decisions and our behaviour- (how we act):

***“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”***

- We will embrace challenge and seize opportunity
- We will expect and celebrate creativity and excellence
- We will act responsibly & with integrity
- We will show determination, resilience, ambition and adaptability
- We will work together to deliver our vision

## About Edge Hill Sport

Edge Hill Sport is the university sports service run on behalf of Edge Hill University. Working in close partnership with the Students' Union and the Academic Sport Department its aim is to deliver a programme of activities in high quality facilities for the benefit of a wide range of stakeholders including students, staff, community, local schools and National Governing Bodies of Sport.

Edge Hill Sport has an outstanding reputation for the wide range of activities available and we wish to recruit individuals with a positive attitude who will add to this environment and develop excellence in their role.





## About the Role

The postholder, as a member of the Sports Centre team, will have a specific role to play as the first point of contact for many of the Centre's users in both an administrative and service capacity. A high level of customer care delivered in both the café and reception areas is vital to the success of this post and to the complex as a whole.

## About You

With a flexible and enthusiastic attitude, you will quickly become a key member of our friendly team.

You will have a passion for customer care and a commitment to your personal and professional development.





## Duties and Responsibilities

1. To act as the first point of contact for users of the Sports Centre. To accept bookings both in person and over the telephone. To handle payments and liaise with the duty recreation staff over bookings.
2. To carry out administrative duties within the centre such as, , typing and filing.
3. To have a flexible attitude to work. To be available to meet the needs of the receptionists shift rota, this involves some evening and weekend work.
4. To work with a computerised booking system and to regularly use computer software such as Word, Excel and e-mail.
5. To be fully aware of all emergency procedures employed within the centre.
6. To assist in the administration of the centre's booking and membership scheme's.
7. To attend relevant team meetings.
8. To maintain promotional and information displays and ensure that these are kept tidy and accessible.
9. Ensure that adequate and appropriate stock supplies are available to maintain the peaks and troughs of the café service.
10. Comply with Food Hygiene, Health and Safety and COSHH regulations with regards to the receiving and storing of commodities.
11. Maintain a high standard of hygiene in the café/reception area.
12. Monitor and record refrigerator temperatures.
13. As required by the University from time to time, carry out any other duties deemed necessary within the capabilities and appropriate to the position holders standing.

The postholder will be required to wear the provided uniform during working hours.

It is expected that the postholder will work flexible hours according to the on-going demands of the job and responsibilities at this level.





## In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

## Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

Qualifications	Essential	Desirable	Method assessment (A/S/I/T/P)
Good standard of general education to GCSE level	*		A
Level 2 Food Hygiene qualification		*	A

Experience and Knowledge	Essential	Desirable	Method assessment (A/S/I/T/P)
To have experience of dealing with customers on a face to face basis within a busy reception / helpdesk	*		A/I
Experience of telephone liaison	*		A/I
Experience of handling and reconciling a large amount of sales & transactions	*		A/I
Experience of administrative duties	*		A/I
Experience of using an electronic membership / booking system	*		A/I
Experience of working in a catering outlet		*	A/I

Abilities and Skills	Essential	Desirable	Method assessment (A/S/I/T/P)
The ability to deal effectively and efficiently with people from a variety of backgrounds	*		A/I
Excellent verbal communication skills	*		I
The ability to work effectively in a busy and pressurised environment	*		A/I
The willingness and ability to work as part of a team	*		A/I
The ability to work unsupervised and on use own initiative	*		A/I
To have a flexible and adaptable approach to work	*		A/I
A good standard of IT skills to include Microsoft Word, Excel and e-mail		*	A/I

**\*Method of Assessment (I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)**





## How to Apply

Please complete the Casual Staff Application Form from the Edge Hill Sport website (<https://www.edgehill.ac.uk/departments/support/edgehillsport/work-and-volunteering-opportunities/>) and submit via email to [edgehillsport@edgehill.ac.uk](mailto:edgehillsport@edgehill.ac.uk).

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*

