

It is important to note that this job description is a guide to the work you will be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Casual Receptionist

The postholder will be:

Responsible to: Front of House Supervisor

Accountable to: Head of Sports Services

Main Purpose of the Post

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.

Main duties of the post

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 cash and liaise with the duty recreation staff over bookings.
2. To carry out administrative duties within the centre such as invoicing, compilation of usage figures, 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.

In relation to the café area staff will be required to:

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.

In addition to the above duties all staff are required to:

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

Rate of pay: £8.67 per hour

Hours: Casual – no fixed hours, includes evenings and weekends

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.

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.

PERSON SPECIFICATION

Receptionist

Applicants should provide evidence of their ability to meet the following criteria:

Qualifications	Essential	Desirable	How Assessed
Good standard of general education to GCSE level	*		A
First Aid qualification		*	A
Level 2 Food Hygiene qualification		*	A
Skills/abilities/knowledge			
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	*		
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 / T
Experience			
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 large quantities of cash	*		A / I
Experience of administrative duties	*		T
Experience of using an electronic membership / booking system	*		A / I
Experience of working in a catering outlet		*	A / I
Special Requirements			
To have an interest and understanding of Sport		*	A / I