

# LINCOLN COLLEGE GROUP

# JOB DESCRIPTION

## JOB TITLE & NUMBER

DP0011P: Receptionist – Deans

## SALARY

£24,853 pro rata per annum

## GRADE

CSS Scale 2

## HOURS

18.75

## REPORTING TO

Senior Duty Manager

## DEPARTMENT

Deans Sport & Leisure

## LOCATION

Lincoln

BE READY...

### **Job Purpose:**

To create a favourable first impression of Deans Sport & Leisure. Attend to customers, and deal with day to day enquiries both over the phone, and face to face. Supply correct information about Deans Sport & Leisure to customers, and ensure that customers are received in a friendly, polite and efficient manner.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. To work flexibly as part of a team on a shift rota system to ensure that the Leisure Centre reception procedures are carried out efficiently.
2. To promote the Leisure Centre positively at all times and maintain the displays of promotional material.
3. To receive telephone, written and personal bookings and payment for use of the Centre's facilities.
4. To be responsible for card transactions and reconciliation of monies at the end of each shift.
5. To be knowledgeable about and assist customers with choice of the available facilities and membership offerings.
6. To assist customers in signing up to the centre and to maintain the customer records on the membership database.
7. To offer support and customer services to members in the gym.
8. To work as part of a team to achieve income and sales targets for the health and fitness facility. Promote memberships where possible, following the sales procedure to ensure customers receive an efficient service when purchasing a membership.
9. To operate the public address system, telephones and computer booking system whilst on duty.
10. To promote and control items for resale and hire.
11. To keep reception and gym area clean, tidy and a pleasant environment in which to work.
12. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
13. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
14. To maintain quality standards, appropriate to the post.
15. To conform with the Health and Safety requirements relevant to the post.
16. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

**N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**

## PERSON SPECIFICATION

	Knowledge	PSM
1	Experience of working in the leisure industry or customer service role.	A/I
2	GCSE (or equivalent) in Maths and English Grade 9-4 (A*-C).	A/I

	Skills/Abilities – Interpersonal	PSM
3	The ability to work in a non-discriminatory manner.	A/I
4	The ability to work as a member of a team.	A/I
5	Good verbal communication skills (telephone and face to face).	A/I
6	A thorough knowledge of the principles of customer care.	A/I
7	The ability to work on own initiative.	A/I
8	The ability to communicate clearly in writing.	A/I

	Experience	PSM
9	Recent customer service experience.	A/I
10	Practical experience of using software packages including word processing, databases, spreadsheets, email, internet, and leisure management booking systems.	A/I
11	Practical experience of carrying out administrative duties.	A/I
12	Experience of selling a range of products and packages	A/I

	Work Related Circumstances	PSM
13	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
14	Ability and willingness to work flexibly.	A/I

	Skills/Abilities - Other	PSM
15	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I
16	Ability to actively promote equality, diversity and inclusion across all aspects of the role.	A/I

<b>Prepared By:</b>	Melanie Watson – Assistant Principal – Higher Education & Vocational Pathways
<b>Date:</b>	May 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

# VISION 2030

## LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;  
SHAPE FUTURES;  
SERVE OUR COMMUNITIES.**

### OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

#### COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

#### ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

#### RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

#### EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

### OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

