

## LINCOLN COLLEGE JOB DESCRIPTION

<b>Post Title:</b>	Receptionist Deans	<b>Post Number:</b>	DP0011P
<b>Daily Supervision:</b>	Duty Manager	<b>Grade:</b>	CSS Scale 2
<b>Department:</b>	Deans Sport and Leisure	<b>Last Updated:</b>	December 2024

### Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

### Our Mindset:



### Job Purpose:

To create a favourable first impression of Deans Sport and 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 and Leisure to customers. 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 have a wider knowledge of Lincoln Colleges services and be able to cross sell where possible.
13. 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.
14. 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.
15. To maintain quality standards appropriate to the post.
16. Flexibility and the ability to work evenings/weekends
17. To conform with the Health and Safety requirements relevant to the post.
18. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.
19. The ability to promote equality, diversity and inclusion throughout all aspects of 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.	
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	The ability and willingness to undertake relevant staff development.	A/I
14	Commitment to the centres offer and main aims.	A/I

Skills/Abilities - Other		PSM
15	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

<b>Prepared By:</b>	Nicola Hall
<b>Date:</b>	March 2023

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

