

Lancaster City Council - Job Description

Job Title:	Receptionist	Grade:	6	Job Code:	CEW0081
Job Family:	N/A	Job Family Group:	N/A	Reports to:	General Manager

Job Summary

To ensure high levels of customer service are delivered at all times. To be responsible for providing a professional receptionist service, in all areas of the Leisure Centre. To advise customers on all products and services available and deal with enquiries and bookings in person, via the telephone, email and social media.

Direct Responsibilities

- To provide excellent customer service to ensure the customer journey is fulfilling and promotes repeat visits.
- Operate a computerised leisure management information system for issuing tickets and taking bookings.
- Undertake cash reconciliations in line with Council policy.
- Deal with telephone enquiries efficiently.
- Be proactive and always look to help other teams and colleagues where possible and during quieter periods.
- Assist in the provision of information to customers in the marketing, advertising and promotion of the centre.
- To be familiar with the centre's activity programme and pricing policies and to remain informed of any amendments. Keeping up to date with what is available to the customer on a day-to-day basis.
- Liaise with the public on all matters relating to the smooth running of the centre.
- Update social media platforms with relevant programme changes and forthcoming events.

Primary Objectives

- To demonstrate, achieve and maintain a good working relationship with all users of the centre including customers, staff, and visitors and be helpful, courteous and friendly at all times.
- To promote gym memberships and upselling available products and services to maximise income.
- Provide general administrative support for all parts of the centre.
- To ensure the shop is fully stocked up at all times.

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- To ensure that all reception areas are informative and attractive by controlling the display of posters, notices, and pamphlets, and updating the noticeboards when necessary.

Knowledge & Educational Requirements

Functional knowledge:

Computer literacy – ECDL or equivalent.

Understanding of leisure management / booking systems.

Understanding of excellent customer Service.

Understanding of the operational standards for receptionists.

4 GCSE qualifications at Grade A-C in English and Maths or equivalent qualification/or experience.

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to the Council's Values and Behaviours.

Understanding of the post holder's own and their team's contribution to the Council's Corporate.

Other Requirements

This post is temporary until 31 March 2022. Your hours of work will be 37 per week, working 5 days out of 7 on a shift rota basis. Your shifts will be based around the centres opening times; 6:00am to 11:00pm Mon to Fri and 8.00am-8.00pm at weekends. This post is based at Salt Ayre Leisure Centre.

This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English. In this instance a role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments

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pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.