

Job Description and Person Specification



Job Band	FTE Band C - £20,442.00 - £20,812.00
Job Title	Full Time Front of House/Receptionist
Responsible to	Leisure Centre Manager
Responsible for	Leisure Services Front of House
Key Internal Relationships	Operations Manager, Duty Managers, Fitness Instructors, Swim Teachers, Catering Staff, Premises Team, School Staff, Gym Manager.
Key External Relationships	Customers, hirers and users
Job Impact	Greeting customers personally upon arrival and assisting in any queries they may have. Answering the telephone in a professional manner and confidently assist with any queries. Execute excellent administration and organisational skills. You will need to ensure a seamless process is met, as well as fulfilling any additional requests from the Operations Manager.
Environment and Context	<p>Location and Working Pattern</p> <ul style="list-style-type: none"> • 37 hours per week • 52 weeks a year <p>The post holder will be required to work a range of shift patterns which includes, early mornings, evenings and weekends</p>
	<p>Ethos and Values</p> <ul style="list-style-type: none"> • To promote and celebrate the work and achievements of the School • To reflect the values of Stantonbury, including high expectations of students and staff, a commitment to personal development and continuous improvement • To treat all staff and students with respect and work to ensure that every student succeeds

Role Summary

Serves visitors by greeting, welcoming, and directing them appropriately.

Notifies company personnel of visitor arrival. Maintains security and telecommunications system. Informs visitors by answering or referring inquiries. Directs visitors by maintaining employee and department directories.

- You should be customer focussed and enjoy working as part of a dedicated team.
- You will be expected to work on a rota system that will include daytime, evening and weekend work as well as shifts during the Christmas and New Year holiday period.
- Flexibility is essential as hours will cover daytimes, evenings and weekends.

Principal Responsibilities

Skills:

- Ability to work effectively as part of a team
- High level of organisation and attention to detail
- Ability to multi-task
- Excellent interpersonal and communication skills
- Diplomacy and sensitivity when working with customers
- Computer Literacy
- Proven sales experience, ideally face-to-face and over the telephone and a passion for reaching targets
- A confident telephone manner
- The ability to plan and organise your day to ensure you are maximising your opportunities
- The creativity and flair to think up new lead generating ideas and implement them to generate new prospects and leads.
- To conduct sales tours of the facility and give guidance to prospective customers on the type of membership best suited to them.
- To ensure all prospective members receive the appropriate information and tour of the facilities.
- Be fully aware of promotional activities and sales targets

Experience:

- To Ideally have least 2 years working in hospitality/health industry
- Managing bookings and reservations
- Dealing with clients face to face and over the phone
- Responsibility of the maintenance your workspace
- Knowledge of sales systems and lead generation

Main duties:

- Deliver sales tours of the facilities and convert prospective clients to member
- Organizing clients class schedules and bookings
- Taking payments and daily cashing up duties
- Contribute to my formal performance and development review plans through feedback on maintaining the reception area personal performance
- Ensure that we provide a safe and welcoming environment for customers and team members within the reception area.
- Trained and compliant with the Standard Operations Procedures.

General Accountabilities

So far as is reasonably practicable, the post-holder must:

- Ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible, in order to maintain a safe working environment for employees and service users. These are defined in the School Health & Safety Policy, departmental policies and codes of practice.
- Work in compliance with the Codes of Conduct, regulations and policies of the School and its commitments to equal opportunities.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description, but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.

To apply please send an application form and covering letter to recruitment@stantonbury-tove.org.uk

Deadline is noon on 10th July 2023

Candidates may be interviewed prior to the deadline



Person Specification		Required	Assessed
Key skills qualities and experience			
Knowledge, skills and experience	Experience working within a quality lead organisation	E	I/A
	Experience of delivering excellent customer service	E	I/A
	Experience working as a receptionist	E	I/A
	Experience in sales techniques and systems	D	I/A
Management and supervision	Experience of working within a dynamic, sales and quality lead, customer facing organisation.	E	I/A
	Excellent organisational skills to manage varied workload.	E	I/A
	The ability to motivate self to deliver financial targets and KPI's	E	I/A
Contacts and relationships	Good interpersonal skills with the ability to communicate with a broad range of people.	E	I/A
Responsibility for resources	Handling cash and preparing monies for banking	E	I/A
Creativity and innovation	Responding to comments, complaints and requests, providing information and accepting bookings within agreed procedures	E	I/A
Decisions – scope and consequences			
Context and demands of role	Use of computerised booking system, switchboard, public address system and alarm system	E	I/A
General comments	As a new organisation, this is an opportunity for a dynamic front line team member to drive sales.		
Key	E = Essential, D = Desirable A = Application Form, R = References, I = Interview		