

Stantonbury Leisure Centre is an enterprise under Tove Trading Ltd (TTL) which is a wholly owned trading subsidiary of Tove Learning Trust created to look after the Trusts' commercial interests. Tove Learning Trust is a rapidly growing multi academy trust with 13 schools. The Trust schools have a shared vision and purpose: to deliver outstanding educational experiences that lead to inspiring outcomes. Each academy has a strong individual identity and tailors their educational provision to serve their local community.

We have a vacancy for a Full Time Receptionist to join our team. We are looking for customer service focussed individuals, with a can-do attitude and a desire to exceed our member and guest expectations whilst delivering a top-quality service. We are looking for Full Time Reception staff to join our team. As part of the Reception team you will be on the front line, delivering attentive customer focused service, understanding brand standards and enjoy working as part of a successful team.

The successful candidate will:

- Be responsible, reliable, loyal, trustworthy, self-motivated with good customer service skills, good computer skills and administration skills.
- Have a passion for 5* service
- Have excellent attention to detail
- Be the first point of call, assisting and answering any queries from members, guests, visitors and colleagues. Therefore, you must be smart, presentable, welcoming, positive, and offer a friendly, helpful customer service to everyone.
- Supply the highest possible levels of customer care and service.
- Enjoy working with people, to over exceed the guests' expectations and satisfaction.
- Carry out all aspects of administration of the role with good communication.
- Input bookings and perform bookings checks. This includes encouraging and selling the bookings to maintain and increase leisure activity occupancy.
- Process bookings and to perform booking checks through our EPOS booking system, by telephone, emails, and walk ins.
- Comply with current centre policies and procedures for members, guests and staff, including Safeguarding, GDPR, Fire & Health & Safety.
- Have a good work ethic, be adaptable and be willing to carry out additional tasks when necessary.
- Be fully conversant with the facilities and location to respond to enquiries.
- Ensure they perform all Reception duties to the required standards.
- Attend any team and training meetings as required
- Be able to demonstrate strong IT skills including Word, Excel, PowerPoint etc. and a mastery of bespoke software relating to the job role
- Be customer focussed and able to build exceptional relationships at all levels
- Be forward-thinking and innovative
- Have excellent telephone manner
- Be proficient in English language

- Have to meet the person specification and will be required to apply for a DBS disclosure.

Experience:

- Previous experience as a receptionist or in a similar role is preferred
- Proficiency in using Google Suite (Gmail, Google Docs, Google Sheets, etc.)
- Familiarity with office equipment such as printers, copiers, and scanners
- Strong organizational skills with the ability to multitask and prioritize tasks
- Excellent verbal and written communication skills
- Attention to detail and accuracy in data entry and record keeping

Working hours: 37 hours per week (incl. weekends)

Salary per annum: £23,556.60

Holiday: 30 days per annum (incl. bank holidays)

Training and development opportunities will be offered. All staff are encouraged to study further and the trust will actively support staff to obtain relevant further qualifications where possible.

The Directors of Tove Trading Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.