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# Sandwell Leisure Trust

## Job Description

Job Title <b>Receptionist</b>		Section
Grade <b>Grade 2</b>	Working Hours <b>As per advert</b>	Location <b>As per advert</b>
Responsible to <b>Senior Receptionist (if appropriate) Duty Manager Facility Manager</b>	Contacts <b>Members of the public, Club Members, Officers at all levels, Board Members</b>	Person responsible for: (May be presented in the form of an organisation chart) Attach separate sheet
Special Conditions		
<p>Uniforms, where applicable, and identification cards / badges to be worn</p> <p>The Post holder will be employed by the Sandwell Leisure Trust and will be required to work at any similar establishment under its management</p>		

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.

### Job summary

To maintain a customer friendly service, by ensuring that all fees are collected quickly and efficiently. Ensure that customer bookings are recorded accurately; ensure customer queries are dealt with immediately passed to the Management Team. To undertake duties to ensure the smooth and efficient running of the Leisure Centre.

### Your responsibilities are:

In addition to the responsibilities listed below, all employees must be flexible in their approach to undertake such other duties, which are commensurate with the post holders salary grade, to achieve the objectives of the post.

It is the responsibility of each employee to carry out their duties in line with the Trust's policies on equality (please refer to the Policy Statement), harassment, racial equality and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and should also identify and monitor training for themselves and any employees they are responsible for in line with these policies and the equality Standard standard.

All employees must carry out responsibilities with due regard to the health and safety regulations.

Your duties are:

1. To at all times carry out his / her responsibilities with due regard to the Trust's Policy, Organisation and Arrangements for Health and Safety at work. You must at all times comply with their responsibilities under health and safety legislation
2. Contribute to the section's Quality Management System
3. Participate in relevant staff training
4. Assist customers with any first aid requirements
5. Undertake other duties appropriate to achieve the objectives of the section commensurate with the post holders grade, abilities and aptitudes
6. Respond to and fully comply with the Emergency Action Plan
7. At all times work in accordance with the Normal Operating Procedure and Service Specification
8. Complete incident, accident and General Reports and assist in investigation as required
9. Operate in accordance with statutory requirements and the Trust's Standing Orders, Financial Regulations and Accounting Instructions
10. Clean reception area, counter, cash register, office equipment fixtures and fittings associated in this area
11. Assist in the cleaning of the Foyer/Receptionist area, maintain the display of notices and other publicity material
12. Assist all customers/users of the centre in all areas
13. Assist in the assembling and dismantling of sports, recreation and leisure equipment and move to various areas of the centre
14. Assemble and dismantle other equipment required to ensure the smooth and efficient running of the centre as directed
15. Attend to vending machines, weighing machines, hand dryers, hair dryers and public telephone. Clean and report defects to such equipment as required
16. Assist in the reconciliation of cash and or tokens from hair dryers, vending machines, public telephones, lockers and sun beds
17. Deal with customer enquiries, either by telephone or personal callers, by providing information at a level of designated responsibility

18. Issue sports equipment either for sale or hire
19. Administer the petty cash/imprest account on behalf of management
20. To operate in accordance with the Trust's Policies on Data Protection and Acceptable Use of Information Systems and any procedures relevant to the job role.
21. Maintain the Centre's filing system
22. Undertake other clerical duties, including some typing
23. To comply with and actively promote the arrangements in place in support of the Trust's Smoke free Workplace policy.