



Job Title	Sports Centre Receptionist	Job Family and Level	Administrative, Professional and Managerial Level 1
School/ Department	University of Nottingham Sport	Location	University Sports Centres

Purpose of Role

To provide a high quality, friendly, organised and professional front of house service, fulfilling all reception duties as required. To support the delivery of the Vision for Sport in delivering an outstanding student sporting offer and establishing the University as the first choice for students wishing to combine a top quality education with an outstanding sporting experience.

	Main Responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<u>Customer Admissions</u> <ul style="list-style-type: none"> Greeting customers on arrival, providing information relevant to their activity and directing them to appropriate areas. Operation of the computerised booking system, in order to admit customers to their desired activity, checking membership eligibility. Liaising with colleagues to ensure the professional and efficient admission of customers at all times, planning work breaks and times of additional support during the shift. Checking and verifying block bookings and events, ensuring accurate and efficient payment in all cases. Facilitating the signing of booking forms for new bookings and renewals. Issuing hire equipment, such as rackets and balls. 	40%
2	<u>Enquiries and Bookings</u> <ul style="list-style-type: none"> To provide an excellent front of house customer service via the provision of general and specific information relating to the sports facilities, and services, greeting and admitting customers in a friendly and professional manner. To promote the sporting program and recreational opportunities available to students, staff and the wider community in a proactive and friendly manner. To act as the first point of contact with respect to enquires made at reception in the form of telephone calls, face-to-face contact and email. Maintaining customer confidentiality and service standards via prompt responses to enquiries and resolution of problems arising in accordance with departmental policies and procedures. 	30%

	<ul style="list-style-type: none"> • Making bookings and reservations on behalf of customers with respect to activities, courts, exercise classes and courses. • Amending customer bookings and making cancellations where appropriate, ensuring all parties are informed of any changes made. 	
3	<u>Membership Sales and Administration</u> <ul style="list-style-type: none"> • Proactively promote the University Of Nottingham Sport membership scheme to students, staff and the wider community, advising prospective customers and encouraging sales. • Capturing basic details of all customers visiting the sports facilities in accordance with departmental policies and procedures. • Processing membership sales, upgrades and renewals via the use of the departmental leisure management system. • Actioning requests with respect to cancellation and refunds of membership in accordance with departmental policies and procedures. 	10%
4	<u>Cash Handling and Financial Administration</u> <ul style="list-style-type: none"> • Accepting, recording and processing payment for activities, courses and events via use of the departmental computerised booking system, and in accordance with departmental policies and procedures. • To reconcile all monies at the close of each shift via use of the departmental computerised booking system, and in accordance with departmental policies and procedures. • Checking and verifying floats and monies stored on site, ensuring security and traceability of cash takings. 	10%
5	<u>Reporting and Administration</u> <ul style="list-style-type: none"> • Providing basic reports from the computerised booking system, both in relation to daily financial processing and when requested by appropriate colleagues. • To assist with the recording and administration of the departmental equipment re-sale service, counting stock and recording sales. • Basic record and house keeping with respect to front of house filing systems and processes. • Assist with the administration and transfer of lost property. 	5%
6	<u>Departmental Support</u> <ul style="list-style-type: none"> • Assisting with major events, University Open Days and Fresher's Fairs, acting as a point of contact, information and advice and maintaining a physical presence on stands at University Park, Jubilee and Sutton Bonington. Where required, assisting with planning and preparation of the sports centre during events. • To act as the first point of contact in the case of complaints relating to the departmental service, providing response and follow up in accordance with departmental policy and procedure. • To ensure the reception area and front desk remains clean, tidy and presentable at all times. • Summoning assistance to deal with serious incidents and emergencies. • To exhibit a flexible approach to work, providing additional cover in cases of sickness, annual leave or special events. • Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department. 	5%

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to relate well to students, staff, public and other members regardless of age, gender and physical ability. • Excellent customer service skills. • Effective verbal communication skills including telephone skills. • Ability to communicate and interact with members. • Good numeracy and literacy skills. • Ability to work within a team. • A strong ability to work using one's own initiative. • Highly motivated and driven. • Punctuality. • Maintaining a professional image at all times. • Ability to work calmly and professionally when under pressure. • Ability to work within a team • Good knowledge of using core IT systems (e.g. Microsoft office applications, e-mail, internet) to support your own work and to troubleshoot basic IT enquiries • Experience of using frontline equipment such as PDQ machines, printers and scanners • Proven ability to work accurately and pay attention to detail • Evidence of an on-going commitment to update your knowledge and gain new skills quickly • Ability to demonstrate a pro-active and flexible approach to supporting the daily operations of UoN Sport • Ability to build good working relationships internally and externally. 	<ul style="list-style-type: none"> • Good IT skills • Basic administrative functions • Ability to identify and resolve issues that arise on a day-to-day basis. • A logical approach to decision making.
Knowledge and experience	<ul style="list-style-type: none"> • Experience in a customer facing role. • Proven ability to deliver a friendly, helpful service in a busy environment, dealing confidently with a variety of customer service demands • Proven ability to work with customers to identify their needs and recommend solutions, including the skills to work with complex and/or unfamiliar language/vocabulary 	<ul style="list-style-type: none"> • A basic knowledge of and interest in the Health and Fitness Industry • Experience of using a computerised booking system.

	<ul style="list-style-type: none"> • Experience of managing own workload and priorities, using initiative and judgement • Proven ability to work under pressure to deal with enquiries whilst working to tight deadlines. • Experience of cash handling, including the processing of cash, card and cheque payments. • Experience of reconciling takings at the close of shift and verifying floats. 	
<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> • Evidence of educational competence e.g. GCSE Mathematics and English Grade C. • Willing to undertake relevant training as required. 	<ul style="list-style-type: none"> • Customer Service qualifications/certificates (i.e. GNVQ) • Basic First Aid



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

