

Job Title: Sports Centre Receptionist	Pay Scale: PPS 3
Normal Place of Work: Sports Centre, Lincoln Academy	Line Manager: Sports Centre Manager
Role Summary: Act as first point of contact for Sports Centre customers. Have responsibility for Sports Centre reception money.	

DUTIES AND RESPONSIBILITIES

Act as the first point of contact for Sports Centre customers:

- Welcome new customers.
- Receive queries from customers, take remedial action if possible, and report any issues or complaints.
- Receive Junior Learn to Swim payments, ensuring a payment slip is received and that this matches the payment.
- Sell swimming badges, as instructed, keeping a record of items sold.
- Prepare and issue the accompanying certificate as appropriate.

Be responsible for money:

- Use the cash box/till provided and ensure accurate cash handling.
- Ensure that all money and the cash box/till are kept safe during working hours and that it is placed securely in the Sports Centre safe at the end of each shift.
- Cash up, ensuring that the amount taken during the duty balances with the paperwork (JLTS payment slips and record of items sold), prepare the required float ready for the next shift and bag takings

Generic Responsibilities

- To represent and promote Trust values internally and externally.
- Ensure that The Trust's internal customers receive an excellent customer service experience in all dealings with the service.
- To deliver your day to day duties consistently with the agreed service level.
- To actively promote and act, at all times, in accordance with Trust policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.
- Commitment and contribution to improving standards for pupils as appropriate.
- Contributing to the maintenance of a caring and stimulating environment for pupils.
- To undertake other duties commensurate with the job level.

Elements of this job description may be changed following consultation with your Line Manager.

Key Relationships

The post holder will be expected to develop and maintain good relationships with:

• Internal and external customers	To continuously promote the Academy values
• All Academy staff	To develop team working

Generic Responsibilities

- Represent and promote The Priory Federation of Academies' values internally and externally.
- Ensure that the Federations internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the agreed service level.
- Act as a champion for change and improvement, constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with Federation policies, e.g. Health and Safety, Equal Opportunities and Safeguarding.
- Make a commitment and contribution to improving standards for students, as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for students.
- Undertake other duties commensurate with the job level.

The post holder will interact professionally with colleagues to ensure understanding and awareness of responsibilities of all colleagues and undergo any relevant training.

Elements of this job description may be changed following consultation with your manager.

TERMS OF EMPLOYMENT

All offers of employment are subject to The Trust receiving proof of identity, two satisfactory references, satisfactory health and enhanced DBS checks, a signed Code of Conduct, evidence of your relevant qualifications and successful completion of a 12-month probation period.

HEALTH AND SAFETY

All employees are responsible for reading, understanding and carrying out the requirements of The Trust's Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training needs.

HOURS OF WORK

The Academy day is between 8:00 am and 6:00 pm. A flexible approach to working is expected as some tasks may be required to be carried out in the evenings and during holiday periods.

CONTINUAL PROFESSIONAL DEVELOPMENT

The Trust requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the Academy. This may be achieved through an appraisal process.

The post holder should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals.

CONDITIONS OF SERVICE

Governed by the National Agreement on Pay and Conditions of Service supplemented by local conditions as adopted.

SPECIAL ARRANGEMENTS

The post holder may be required to work outside of normal academy hours on occasion, with due notice.

SAFEGUARDING STATEMENT

The Priory Federation of Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

EQUALITY, DIVERSITY AND INCLUSION

The Priory Federation of Academies Trust is committed to maintaining a diverse workforce and an inclusive environment for all. Our aim, embedded in the Trust Values, is to enrich our workforce at every level and we encourage applications from all under-represented groups.

Person Specification – Sports Centre Receptionist

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

		Essential	Desirable	How assessed*
	QUALIFICATIONS			
1.	GCSE English and Mathematics Grade C or equivalent	X		AF/Cert
	KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
2.	Recent and relevant experience of working in a customer service environment		X	AF/IV
3.	High standards of accuracy	X		AF/IV
4.	Accurate record keeping	X		AF/IV
5.	Ability to prioritise workload.	X		
	SKILLS AND ABILITIES			
6.	Excellent oral and communication skills	X		AF/IV
7.	Ability to work on own initiative and as part of a team	X		AF/IV
8.	Good planning and organisational skills	X		AF/IV
9.	Professional and responsive attitude and behaviour towards colleagues and clients.	X		AF/IV

Cert = Certificate checked at interview

Acceptance of the Job Description

I have read and accept the content of the job description.

Signed Line Manager:

Dated:

Signed Employee:

Dated.....