



## Job Description

Service:	One Leisure
Job title:	Receptionist
Grade:	C
Hours of work:	Up to 37 hours per week
Responsible to:	Assistant Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	

### **Purpose of Post:**

To welcome the public as the first point of contact and process bookings and payments.

### Key Deliverables:

1. To offer excellent customer service in a professional manner.
2. Processing financial transactions, issuing receipts for Centre activities, accepting cash and card bookings and keeping associated records in accordance with Huntingdonshire District Council Audit regulations.
3. Control of entry to the Centre and emergency evacuation responsibilities.
4. General clerical and financial duties; preparation and administration of course enrolments; and administration of lost property.
5. Dealing with enquiries made in person or by telephone.
6. Operation of the CRM Management System.
7. To undertake Key Performance Areas agreed between the employee and the line manager and report performance to the line manager.
8. Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
9. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
10. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This is intended only intended as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<ul style="list-style-type: none"> <li>- GCSE English and Maths (minimum Grade 4) or equivalent (E)</li> <li>• Use of: <ul style="list-style-type: none"> <li>- MRM Mgt System (D)</li> <li>- MS Word (E)</li> <li>- MS Excel (E)</li> <li>- MS Teams (D)</li> <li>- MS Outlook (E)</li> </ul> </li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p>	<ul style="list-style-type: none"> <li>• Reception experience (D)</li> <li>• Sales, promotions and marketing (D)</li> <li>• Experience of processing financial transactions, cash reconciliation and banking (D)</li> <li>• Customer service (E)</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p>	<p>Excellent customer service skills and ability to communicate with a variety of people. (E)</p>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Must be able to follow procedures and make decisions based on those procedures.</p>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p><b>Example:</b> Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 10%</p> <p>External customer contact 90%</p>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<ul style="list-style-type: none"> <li>- Friendly</li> <li>- Organised</li> <li>- Efficient</li> </ul>
<p><b>HDC values</b></p>	<p><b>Example:</b> The values outlined below reflect our collective positive attitude and</p>

	<p>how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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### Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children