

TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION

Role Title: Receptionist

Post No:

Reporting to: Facility Manager

Grade: 1C

Main Purpose of the Role:

To provide a front of house service to customers, upholding a professional image at all times.

Principal Activities

- To project a friendly and helpful image to customers at reception, displaying excellent product knowledge and customer service skills.
- Effective and efficient operational control of the reception area and services provided.
- Accountable for all income received, the reconciliation of income and issuing of receipts.
- Maintain accurate and up to date records
- Answering and auctioning telephone enquiries displaying excellent product knowledge and customer service skills.
- Compliance with Normal Operating Procedures
- Cash handling
- Booking activities
- Use of computerised till system
- Generate sales of products and promotional activities.

Other duties as may be required from time to time to assist in the efficient operation of Life Opportunities.

Corporate Responsibilities

Communicate with customers, other departments including Finance and Human Resources and outside organisations if instructed by the Facility Manager. The work is varied and may involve changing rapidly from one task to another during the working day often under pressure and to deadlines.

The post holder should work under their own initiative and be expected to organise and supervise staff under their control. The post holder will be required to train staff under his/her supervision.

Work to attain optimum performance in service delivery within their area of responsibility.

Seek the advice of the Facility Manager on difficult or contentious decisions.

The post holder will be required to work on a shift rota basis, outside of normal working hours including evenings, weekends and bank holidays. They will also be required to cover for periods of sickness and annual leave, sometimes at short notice in order to meet the needs of the business.

The post holder may be required to work from any Sports Facility in the District.

Assist the Facility Manager to maintain a constant focus on service improvement within the department seeking continuous improvement in reducing costs and increasing efficiencies.

To maintain high standards of personal integrity through upholding the ethical standards and values of the Council, promoting and defending equal opportunities, building diverse teams and encouraging organisational and individual responsibility to the community and the environment.

Manage change effectively and creatively; respond to complex and changing situations by use of creative problem solving and bring new thinking, delivery mechanisms and solutions to the organisation.

Promote co-operation across the council and with others. Develop and maintain effective relationships with partners and other external bodies and use these relationships to continually improve service delivery and to promote the community of Tendring.

Continually promote the Council's core values and ensure that these are reflected in everything that the Council does. Act as a role model of excellent performance, espousing the Council's values, and inspire others to achieve and deliver excellent service.

Human Resource Management

Attain optimum performance in service delivery through the effective recruitment, development, retention and motivation of employees.

Ensure Sports Facilities staff are managed effectively and appropriately, allowing them to give of their best and continually striving to improve performance and delivery targets.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective staff communication through team briefings and team working techniques.

Ensure compliance with Health & Safety and other relevant legislation across the department.

Special Conditions

You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IIP)

You must be prepared to work at any Sports Facility, including seasonal facilities, as required in order to meet the requirements of the Organisation.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Role Title: Receptionist

Post No:

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

- Excellent customer service skills
- Ability to work under pressure
- Demonstrable literacy and numeracy skills.
- Ability to work with computerised till system, and other systems as required
- Eligible to work in the UK.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

7.1 Adapting and Responding to Change

- a. Adapts to changing circumstances
- b. Accepts new ideas and change initiatives
- c. Adapts interpersonal style to suit different people or situations
- d. Shows respect and sensitivity towards cultural and religious differences
- e. Deals with ambiguity, making positive use of the opportunities it presents

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it.

9.1 Professional and Technical Development

- a. Undertakes personal development through gaining relevant planned experience
- b. Obtains the qualifications required for the job
- c. Conducts continuous professional (or technical) development
- d. Maintains an awareness of similar roles in other organisations
- e. Engages positively with the MDPP process

Applicants should note:

That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.

The successful post holder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.