

Elswick Community Leisure Centre

Post Title: Membership Administrator / Receptionist



Pay scale: Negotiable dependant on experience
Hours: 37 hours per week (job share would be considered)
Responsible to: Senior Duty Manager
Date of advert: August 2021

JOB DESCRIPTION

Job Purpose: To assist in membership and general administration, deliver an excellent customer focussed service, driving the sales process and having an obsession with providing a world class customer service.

Duties and key result areas:

1. Act as first point of contact for customers and visitors to the centre, taking responsibility for ensuring the visitor's needs are met while representing the leisure services with customers of all ages and backgrounds in a friendly and efficient manner presenting a positive image of the organisation.
2. Provide accurate and up to date information and advice to assist visitors in using the building and its facilities.
3. Ensure those customers requiring assistance within the building receive it.
4. Control access, issue security passes and record visitors.
5. To maintain the reception area, ensuring displays are tidied, are up to date and the area meets health and safety requirements.
6. Receive and account for any payments taken at reception, maintaining appropriate security of cash and processing credit/debit card payments. Duties will also include administration tasks such as inputting invoices and orders into the appropriate ICT systems.
7. Ensure incoming and outgoing mail and social media questions/comments are dealt with accordingly.
8. Utilise relevant ICT systems to maintain accurate and up to date records, files, and statistical information.
9. Manage the day-to-day sales process through pre-determined KPI's and produce reports and summaries where required.
10. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers where appropriate and within the limits of own authority, referring to senior staff where necessary.
11. Be proactive in respect of generating membership leads via referrals and marketing.
12. Provide administrative support to the needs of the service including membership and board tasks.
13. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services.
14. Maintain high standards of customer care at all times and promote a culture of service excellence.
15. Contribute to the continuous improvement of the service.
16. Set up direct debit payments for customers, handling sensitive personal information.
17. Promote and up sell products including membership packages to customers within a leisure setting.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. Some knowledge of the leisure industry would be useful but is not essential.

Work Arrangements

Working patterns: Daytime, evening and weekend working as part of a rota will be required.

Working conditions: Front of house, customer facing role in a busy Leisure Centre with the potential for high risk, unsafe customer behaviour. Back office for administration tasks.

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PERSON SPECIFICATION

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Essential	Desirable	Assessed by
Qualifications and Knowledge		
<ul style="list-style-type: none"> <input type="checkbox"/> A good general education <input type="checkbox"/> A minimum of 2 GCSE (A-C grade or equivalent) <input type="checkbox"/> A good understanding of numeracy and literacy skills <input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to customer services. <input type="checkbox"/> Appreciates the relationship between customer care, cost, quality and performance. <input type="checkbox"/> Willing to undertake appropriate training. <input type="checkbox"/> Computer Literacy <input type="checkbox"/> Relate effectively to a wide range of people 	<ul style="list-style-type: none"> <input type="checkbox"/> GNVQ Customer Care Level 2/CLAIT or equivalent <input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to library services. <input type="checkbox"/> Knowledge of and enthusiasm for books and reading. <p>Experience</p>	
Experience		
<ul style="list-style-type: none"> <input type="checkbox"/> Direct contact with the public. Giving help, advice and information. <input type="checkbox"/> Proficient in using IT word processing, database and spreadsheet packages 	<ul style="list-style-type: none"> <input type="checkbox"/> Dealing with a wide range of services <input type="checkbox"/> Dealing with others at different organisational levels <input type="checkbox"/> Gathering, organising and managing information <input type="checkbox"/> Working in an environment governed by clear processes and procedures <input type="checkbox"/> Experience of working in a library. <input type="checkbox"/> Preparing displays and using information sources <p>Skills and competencies</p>	

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Skills and Competencies		
<input type="checkbox"/> IT literate <input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources <input type="checkbox"/> Communicates clearly orally and in writing <input type="checkbox"/> Ability to ensure tasks are completed to time and standard <input type="checkbox"/> Able to organise own workload <input type="checkbox"/> Able to work methodically <input type="checkbox"/> Customer oriented	<input type="checkbox"/> Negotiation skills <input type="checkbox"/> Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone	
Physical, mental, emotional and environmental demands		
<input type="checkbox"/> Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements <input type="checkbox"/> Must be able to work as part of a team <input type="checkbox"/> Enthusiastic and committed <input type="checkbox"/> Proactive approach to problem solving and customer care <input type="checkbox"/> Ability to work calmly and accurately under pressure <input type="checkbox"/> Flexible approach		
Motivation		
<input type="checkbox"/> Dependable, reliable and good time keeper. <input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others. <input type="checkbox"/> Highly motivated, professional with a high desire to succeed.		

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<ul style="list-style-type: none"><input type="checkbox"/> Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued.<input type="checkbox"/> Proactive and achievement orientated<input type="checkbox"/> Works with minimal supervision<input type="checkbox"/> A positive and pleasant approach to all customers, including children and young people, elderly people and those with disabilities.<input type="checkbox"/> When covering reception be approachable, friendly and diplomatic when dealing with problematic situations.		
Other		