

JOB DESCRIPTION



POST TITLE: Receptionist

SCALE:

SECTION: Recreation

RESPONSIBLE TO: Centre Manager

JOB PURPOSE:

To provide an effective and efficient running of receptionist in a polite and friendly manner with a view to increasing sales and cross-selling of Pendle Leisure Trust activities.

KEY RESPONSIBILITIES:

1. To adhere to the brand values of 'Pendle Way' at all times.
 2. To provide an accurate timesheet of hours worked for verification by a manager on a weekly basis.
 3. To welcome customers in a warm, friendly and inviting manner at all times.
 4. To provide information and directions to visitors at reception as requested.
 5. To deal with admissions to the facility and ensure that relevant clerical duties associated with reception are adhere to and ensure the correct sale and issue of tickets to customers.
 6. To be aware of all of the activities within the facility and ensure that the reception area is kept neat, tidy and in an orderly manner.
 7. To undertake routine computerised operations, particularly in respect of booking systems and cash registers.
 8. To ensure that all transactions are reconciled as and when required.
 9. To demonstrate a high level of personal motivation and an ability to adopt high levels of customer care and awareness.
 10. To work at any other Pendle Leisure Trust establishments as required by management.
 11. To undertake such other duties as are commensurate with the grading of the post.
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HEALTH AND SAFETY

You have a personal responsibility to preserve and enhance health and safety, in particular you:-

- Are responsible for your own health and safety and must not do anything which is likely to cause injury or risk to yourself or others.
- Must observe safe working practices and encourage colleagues to do likewise, including using personal protective equipment provided.
- Co-operate with any reasonable instructions given by persons responsible for health and safety.
- Report all accidents, near misses, hazards, violent incidents immediately in line with the agreed procedures.
- Report all defects or damage to equipment/property immediately to their Manager.
- Undertake any necessary health and safety training which may be organised.

SAFEGUARDING

You are responsible for ensuring that the Safeguarding Policy, as documented in your staff handbook, is embedded in all that you do to ensure the safeguarding of our clients and customers.

Should you have any concerns regarding any safeguarding issue, please refer to the procedure in the handbook or raise the issue with your line manager or the Executive Manager Human Resources.

OTHER INFORMATION:

The working week will include late evenings and weekend working together with local and Bank Holidays. All these facts are accounted for in the grading of the post. Uniform/protective clothing will be issued to the post holder who will be required to wear such clothing at all times whilst at work.

Employee's Signature: _____

Date: _____

Chief Executive's Signature: _____

Date: _____

PENDLE LEISURE TRUST

PERSON SPECIFICATION

POST TITLE: RECEPTIONIST

	PERSONAL REQUIREMENTS OF POSTHOLDER	CATEGORY
1.	A general standard of education reflecting sound literacy and numerical abilities to enable accurate records to be kept.	E
2.	An ability to deal with people with tact and diplomacy. The ability to communicate effectively with customers and staff. Knowledge or skills to communicate effectively with customers and staff. Knowledge or skills in the use of cash registers and computer systems. Experience in a lead generation / sales environment. Knowledge and skills of reception and clerical based duties.	E E E E D D
3.	The ability to work to tight deadlines. Ability to work alone and on own initiative. Ability to work as part of a team. High levels of punctuality and attendance.	E E E E

VK/PLT/11/6

June 2021