Job Title: Front of House/Receptionist  
Grade: 3  
Salary: £17,079 to £19,202 per annum plus shift allowance  
Department: Sport and Active Life  
Hours/Contract: Full-time and Permanent  
Reference: 542  

Role Purpose  
The Receptionist will provide first level support for users of the Sports Centre and associated sports facilities. They will take cash and card payment for facilities & services, sell memberships, take bookings, give information and provide a first class customer service experience for all facility users. They will be the designated first responder to any swimming pool, sauna, steam room and spa pool emergency and as such will be required to train and achieve the NaRS Pool Attendant qualification unless it is already held.

<table>
<thead>
<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<tr>
<td>Welcome members in to the facility, control access, provide information and complete general administrative tasks including the booking of all university sports facilities via the dedicated online booking system</td>
<td>50</td>
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<tr>
<td>Administer on a day-to-day basis the various membership schemes for the University Sports facilities. Provide information to prospective members, conduct tours where necessary and complete membership paperwork as appropriate.</td>
<td>25</td>
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<tr>
<td>Collect cash and card payments for facilities, classes and membership. Maintain accurate financial records of payments collected</td>
<td>15</td>
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<tr>
<td>Implement successfully on a day-to-day basis the operational Health &amp; Safety regime established within the facilities. Act as first responder to any swimming pool, sauna, steam room and spa pool emergency</td>
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<tr>
<td>Any other duties commensurate with the grade of this post</td>
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Internal and External Relationships  
- 8000 Sports Centre members (5000 students, 3000 staff, public & alumni)  
- 2000 member “Team Leicester” club (Students & staff)  
- Staff within department (Duty managers, Recreation Assistants, Fitness Advisors, Aerobics teachers)  
- External contacts (outside groups, i.e. Hockey Clubs, conference guests)
### Job Summary

#### Planning and Organising
- Make simple arrangements and bookings, according to detailed instructions, and be involved in the preparation of straightforward materials to assist in the effective organisation of external and internal activities
- Sell membership to the sports centre to students, staff, alumni and members of the public
- Carry out defined tasks according to detailed instructions

#### Qualifications, Knowledge and Experience

**Essential**
- 5 Good GSCE’s or their equivalent*
- Experience of working within a customer service environment*
- IT literate across the range of MS Office programme

**Desirable**
- Basic knowledge of Health and Safety policy and procedures
- Experience of working within a Health & Fitness Club environment
- Current, valid First Aid at Work certificate
- STA Certificate – NaRS Pool Attendant

#### Skills, Abilities and Competencies

**Essential**
- Accuracy and attention to detail*
- Enthusiasm and knowledge of the sporting world and fitness*
- Good written* and verbal communication skills
- Ability to provide a good customer service
- Flexibility and empathy for the student environment
- Ability to remain calm under pressure
- Ability to multi-task
- Courteous and effective exchange of basic information
- High standards of personal presentation
- An outgoing and friendly manner
- A good telephone manner
- Must be able to swim

*Criteria to be used in shortlisting candidates for interview

#### Additional Information
- Candidates must possess a willingness to train for STA Certificate – NaRS Pool Attendant
- Candidates must possess a willingness to train in First Aid
**VITAL**

The University encourages all staff to live our **VITAL values** which are:

**Valuing People, Innovators, Together, Accountable, Leaders.**

**Equality and Diversity**

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.