



Receptionist

Reference: EHA1638-0822

Salary: £20,735 - £21,197 per annum, pro rata

Grade 2, Points 7-11

Contract Type: Permanent

Hours: Part Time (Average of 20.38 hours per week, on a 4-week rota, including some weekend shifts)

Location: Ormskirk

Accountable to: Front of House Supervisor

Reporting to: Head of Sports Services



About the Role

The postholder, as a member of the Sports Centre team, will have a specific role to play as the first point of contact for many of the Centre's users in both an administrative and service capacity. A high level of customer care delivered in both the café and reception areas is vital to the success of this post and to the complex as a whole.

Duties and Responsibilities

1. To act as the first point of contact for users of the Sports Centre. To accept bookings both in person and over the telephone. To handle cash and liaise with the duty recreation staff over bookings.
2. To carry out administrative duties within the centre such as compilation of usage figures, typing and filing.
3. To have a flexible attitude to work. To be available to meet the needs of the receptionists shift rota, this involves some evening and weekend work.
4. To work with a computerised booking system and to regularly use computer software such as Word, Excel and e-mail.
5. To be fully aware of all emergency procedures employed within the centre.
6. To assist in the administration of the centre's booking and membership scheme's.
7. To attend relevant team meetings.
8. To maintain promotional and information displays and ensure that these are kept tidy and accessible.

In relation to the café area staff will be required to:

9. Ensure that adequate and appropriate stock supplies are available to maintain the peaks and troughs of the café service.
10. Comply with Food Hygiene, Health and Safety and COSHH regulations with regards to the receiving and storing of commodities.
11. Maintain a high standard of hygiene in the café/reception area.
12. Monitor and record refrigerator temperatures.



13. As required by the University from time to time, carry out any other duties deemed necessary within the capabilities and appropriate to the position holders standing.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.



Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Good standard of general education to GCSE level	*		A
2	First Aid qualification		*	A
3	Level 2 Food Hygiene qualification		*	A
Experience & Knowledge				
4	A good working knowledge of customer care principles and practice	*		S/I
5	To have experience of dealing with customers on a face to face basis within a busy reception / helpdesk	*		S/I
6	Experience of telephone liaison	*		S/I
7	Experience of handling and reconciling large quantities of cash	*		S/I
8	Experience of administrative duties	*		T
9	Experience of using an electronic membership / booking system	*		S/I
10	Experience of working in a catering outlet		*	A
Abilities & Skills				
11	The ability to deal effectively and efficiently with people from a variety of backgrounds	*		S/I
12	Excellent verbal communication skills	*		I
13	The ability to work effectively in a busy and pressurised environment	*		S/I
14	The willingness and ability to work as part of a team	*		S/I
15	The ability to work unsupervised and on use own initiative	*		S/I
16	To have a flexible and adaptable approach to work	*		S/I
17	A good standard of IT skills to include Microsoft Word, Excel and e-mail		*	A/T

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy you may wish to contact: Sarah Burns, Front of House Supervisor at Burnssa@edgehill.ac.uk.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.