

## Job Description & Person Specification

<b>Job title</b>	Receptionist ( <b>ref LEDptr096</b> )
<b>Reports to</b>	Duty Managers, Duty Receptionists, Leisure Managers
<b>Location</b>	Goldenstones Leisure Centre
<b>Salary</b>	£7.70ph or NLW
<b>Hours</b>	Friday 11:00 – 18:00 Saturday 07:00 – 14:00 (1:2), Saturday 14:00 – 18:30 (1:2) Sunday 08:00 – 14:00 (1:2), Sunday 14:00 – 20:30 (1:2)

### About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

### Our Vision & Values

**Our Vision:** To be the community leisure provider of choice

**Our Values:**

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

### Job purpose

To consistently deliver great customer service to every member every time, face to face, over the telephone and by email. Assist with the safe and efficient running of the Leisure Centre. Promote LED memberships and facilities in line with brand standards.

### Key responsibilities

- Deliver high levels of customer service in line with LED's Customer Service Guidelines. Provide a warm welcome to all customers and visitors, demonstrating a positive and professional attitude.
- Oversee the usage of the facility by all organisations and individuals.
- Undertake administration responsibilities, including point of sale/cashing up procedures, bookings, membership sales and administration together with general and telephone enquiries.
- Adhere to the LED telephone answering protocol: *Good morning/Good afternoon/Good evening, thank you for calling [name of leisure centre], [name of staff member] speaking, how can I help?*
  - LED may record telephone conversations to assist with training. The content of any recordings will remain confidential to the individual concerned and only be made available to relevant members of the team, such as line managers, membership advisers, the Head of Customer service etc.

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- Supported by your line manager and the membership advisor, adhere to and maintain familiarity with the LED Membership Sales Guide, in particular;
  - Effectively manage all customer enquiries, including walk-ins, telephone, email (and web/digital as required)
  - Ensure all data is captured and entered on to GymSales for walk-in and telephone enquiries.
  - Update the required systems when dealing with enquiries e.g. Guest Sign in app and GymSales
  - Where necessary carry out Centre tours to all prospects and give advice on memberships options.
  - Convert sales prospects and ensure the correct set up of memberships.
  - Monitor GymSales throughout the day and react to all new enquires that come in to Centre.
  - Maintain knowledge of the various membership products
  - Go above and beyond - help customers efficiently; where this is not possible, endeavor to pass on to a colleague or inform the customer you will find out and get back to them.
  - Administer associated membership documentation, welcome packs, guest passes etc
- Assist the duty staff with the health & safety and cleanliness of the facility with patrol checks.
- Attend meetings, training and one-to-one reviews as required
- Maintain familiarity with centre activities, facilities and offers. Deliver this information confidently, face to face, by telephone or by email.
- Take responsibility for any paperwork that a customer has filled out, making sure this is filed away under the General Data Protection Regulation 2018 (GDPR).

### Essential Skills and Qualifications

- Evidence of practical experience in one or more areas of activities in the key responsibilities.
- Ability to communicate clearly (orally and in writing)
- Good Telephone Manner

### Desirable Skills

- Clerical or administrative experience
- First Aid Training

### All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.