



Job Description		
Job Title	Cross-College Commercial Receptionist	
Responsible to	Ash Stanton	
Department	Cross-College Commercial Operations	
Purpose of job and primary objective	To provide administrative support to the Cross College Commercial Department through the provision of a high quality reception service.	
Duties	<ul style="list-style-type: none"> • To provide a professional and welcoming service to all visitors to the Sports Centre and the College as required • Act as a primary point of contact for general enquires to the Cross College Commercial Department ensuring they are routed correctly and responded to in line with our service standards • Ensure the provision of an efficient and courteous switchboard service • Managing the administrative tasks for the Cross-College Commercial Department • Management of centralised Cross-College Commercial e-mail inbox and business specific inboxes, dealing with as appropriate • Administrative tasks for Sports Centre membership area: completing joining forms, taking payments, arranging inductions and occasional prospective member tours • Administrative tasks for Holiday Club & Activity Courses: taking manual bookings & payments, producing registers, completing the financial reconciliation each day, and running reports as necessary • Managing the administrative tasks for the Swim Academy: taking bookings & payments, producing registers, completing the financial reconciliation each day, and running reports as necessary • Maintaining financial records with consistency and precision 	

	<ul style="list-style-type: none"> • Maintaining training and contractor records • An expectation to fulfil varying working days and hours between term time and school holidays • Dealing with main College reception calls during the College holiday period • Any other duties as deemed necessary and relevant linked to the Cross-College Commercial department <p>Equal Opportunities</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Equality and Diversity legislation and the organisation’s Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff <p>Safeguarding</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Safeguarding legislation, and the College’s safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff <p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College’s Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff <p>Professional Development</p> <ul style="list-style-type: none"> • Maintain and update your own knowledge and skills in line with legislation and the needs of the role <p>Our People</p> <ul style="list-style-type: none"> • We are as passionate about our people as we are about encouraging everyone to take part in activity. Employees are our greatest asset – they are a representation of our brand and are what help to drive our business forward. We refer to them as ‘colleagues’ and it’s our aim to develop them in a way that enables each individual to realise their potential. 	
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Key Qualifications	Desirable: <ul style="list-style-type: none"> • Educated to GCSE level, with English & Maths grade C and above • Word processing qualification 	
Knowledge & experience required	Essential: <ul style="list-style-type: none"> • Good working knowledge of customer facing environments • Experience of Microsoft Word and Google Suite packages Desirable: <ul style="list-style-type: none"> • Work within a Sport & Leisure setting 	
Skills required	Essential: <ul style="list-style-type: none"> • Evidence based decision making • Good communication and time management skills • A curiosity and ability to learn and apply new concepts quickly • Good critical thinking skills • Good IT skills • Customer focused • A strong efficient attitude towards work 	

Date: 2nd November 2020

Prepared by: Chris Watts