



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Receptionist, Facilities Directorate



**Salary: Grade 2 (£9.37 - £9.54 per hour)**

**Reference: FDCCS1275**

**Closing date: 22 October 2019**

**Interviews to be held on 31 October 2019**

**Multiple posts available**



## Receptionist

### Sport and Physical Activity, Facilities Directorate

**Are you customer focused and dedicated to providing an excellent service? Do you have excellent organisation skills with the ability to plan and prioritise work effectively?**

The University of Leeds has recently made a significant investment into its sporting facilities with a £5.2 million investment at our Bodington Playing Fields Site. This included the construction of the new Brownlee Centre and a 1.6km closed loop road cycle circuit. Other recent projects have included a new FIFA Quality and World 22 standard 3G Pitch and an international standard water based hockey pitch.

You will be responsible for providing a reception facility at the University playing fields, Weetwood, including taking bookings for artificial pitches, cash handling, monitoring facility use, and providing information to users as required. With previous experience of working in a customer facing environment and a commitment to high standards of customer service, you will be an excellent team worker with strong communication skills. You will be required to work on a shift based system which includes evening and weekend work. Hours of work will be variable dependent upon the needs of the business.

### What does the role entail?

As a Receptionist your main duties will include:

- Delivering an excellent customer service by providing a professional and positive welcome to customers and visitors to the facility;
- Performing a full range of reception duties, including answering the telephone, dealing with enquiries and taking bookings through the Leisure Management System;
- Working flexibly and co-operatively as a member of the Weetwood Team;
- Cash handling, including counting floats, filling in cash-till sheets and associated monitoring forms;
- Monitoring student and staff sports card holder status;
- Monitoring attendance for bookings and completing other associated reporting data;



- Being involved in the organisation of events (sport, leisure or otherwise) held at the complex, including occasional bar, catering and recreational assistant duties;
- Keeping the reception office clean and presentable at all times;
- Allocating dressing rooms and their preparation, as directed by the Duty Manger.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Receptionist you will have:

- Experience of working in a customer-facing environment and a commitment to customer care;
- Excellent communication and inter-personal skills, with the ability to persuade, negotiate and influence others and an excellent telephone manner;
- A high level of accuracy and attention to detail;
- Excellent IT skills with experience of Microsoft Word;
- Proven numeracy and literacy skills;
- An ability to work on your own initiative as well as in a team;
- An ability to work effectively, sometimes under challenging situations;
- An ability to demonstrate behaviours in line with University and Commercial and Campus Support Services' values.

You may also have:

- Previous cashier and/or office experience;
- A current First Aid qualification;
- Experience working in a sports and/or leisure centre.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).



## Contact information

To explore the post further or for any queries you may have, please contact:

### Mark Stevens, Sports Duty Manager

Tel: +44 (0)7715 414601

Email: [M.Stevens@leeds.ac.uk](mailto:M.Stevens@leeds.ac.uk)

## Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

