



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Receptionist, Facilities Directorate



**Salary: Grade 2 (£16,460 - £16,766 p.a. pro rata - £9.04 - £9.21 per hour)**

**Reference: FDCCS1285**

## **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?**

As the main point of contact for customers, you will be responsible for providing an efficient and helpful service at our fitness and sport complex at the University of Leeds. The University has invested £1.2M to expand 'The Edge' sports facility and provides state of the art fitness and class equipment, offering a range of classes and aquatics activities and 25 metre 8 lane swimming pool.

Working as part of our reception team, you will be responsible for providing a range of information to customers, taking bookings, handling cash and providing assistance to the Sales team when required. You will also assist to monitor the use of the facilities and contribute to the general operation of the service.

You will have experience of working in a customer focused reception environment with a commitment to providing exceptional customer service. You will have excellent verbal and written communication skills, with the ability to develop effective relationships. With excellent planning, organising and prioritising skills, you will have the ability to work under pressure during challenging situations and resolve a variety of problems.

Posts available:

2 x full time posts

You will be required to work on a shift based system, which includes the requirement for you to work early mornings, evenings, weekends, University closure days and bank holidays. You will be primarily based at one of our designated sports facilities, however will be required to work at any of our sports facilities when required.

A number of variable hours posts

The total number of variable working hours available for this role will be variable and will be dependent upon the needs of the business.

Immediate start available.

## **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 by adhering to our service standards and values;

- Performing a full range of reception duties, including answering the telephone, dealing with enquiries, taking bookings through the Leisure Management
- Cash handling, including counting floats, filling in cash-till sheets and associated monitoring forms, and depositing cash securely;
- Monitoring membership status and access to the facilities;
- Monitoring attendance for bookings and completing other associated reporting of data;
- Being involved in the organisation of events (sport, leisure or otherwise) held at the facilities;
- Providing support to the sales team when required including the sale of merchandise, equipment and memberships;
- Keeping the reception area clean and presentable at all times;
- Working in line with the departments standard operating procedures including those for emergency situations;
- Working within and ensuring adherence to both the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies.

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 verbal and written communication skills, with the ability to communicate with a diverse range of customers and to develop effective working relationships;
- 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 and across departments;
- An ability to work effectively under pressure and during challenging situations;
- Flexibility, with an ability to work weekends, evenings, bank holidays and closure days as required;



- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values](#).

You may also have:

- Experience of handling cash;
- Experience of working in a sports/leisure centre, with an enthusiasm for sport and physical activity;
- Experience of using an electronic booking/leisure management system.

## 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:

**Robert Henriques, Head Receptionist**

Tel: +44 (0)113 343 7401

Email: [R.V.Henriques@leeds.ac.uk](mailto:R.V.Henriques@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:at_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.

