

## JOB DESCRIPTION

<b>JOB TITLE:</b>	RECEPTIONIST	<b>JE NUMBER:</b> A12599
<b>DIRECTORATE:</b>	HEALTH & WELLBEING	<b>BAND: 3</b>
<b>RESPONSIBLE TO:</b>	Business Support Officer	
<b>RESPONSIBLE FOR:</b>	N/A	
<b>MAIN PURPOSE OF POST:</b>	The day to day operation of the Sport and Leisure Reception service	

### DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Issuing admission tickets and collecting, recording and accounting for all fees and charges in connection with use of the facilities.
2.	Operating advance booking and payments systems for such courses, activities and events as the Council or others may promote.
3.	Monitoring admissions and operating a bather call out system to control safe usage of the swimming pools.
4.	Dealing with personal enquiries using supplied communication methods and assisting or directing people as appropriate.
5.	Dealing with the hire/sale of such items as the Council may wish to make available.
6.	Maintaining such records and information as may be required in accordance with Data Protection requirements.
7.	Maintaining an effective control of all customer information and documentation.
8.	Monitoring the fire and emergency panels and taking appropriate action in the event of an emergency.
9.	Promoting and where possible enhancing the image of Sport and Leisure Services and the Council in all dealings with customers.
10.	Dealing with Membership enquiries and completing documentation as required.
11.	Ensuring that the Reception area is well presented, and information racks and points are readily stocked with up to date service information
12.	Flexible working to support other areas of the service which may from time to time be determined where suitably trained or qualified.
13.	Operating the Sport and Leisure Service Customer Satisfaction scheme and assisting with customer consultation as required.
14.	Operating the Councils Complaints procedure as may be required.

15.	To support the development members of staff or work placements as required.
16.	Attend any relevant training courses and briefings as required.
17.	Develop and foster positive professional relationships with colleagues and external contacts.
18.	Make suggestions to improve the working situation within own area of work and CBC.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**Climate Change** – The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

<b>SPECIAL FEATURES OF POST:</b>				
Political Restriction	YES		NO	✓
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	✓

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	✓
You may be required to carry out those duties at your present workplace or at another council venue.	YES		NO	✓

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	RECEPTIONIST	<b>JE NUMBER:</b>	A12599
<b>DIRECTORATE:</b>	HEALTH AND WELLBEING	<b>DATE:</b>	SEPT 2020

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Handle enquiries and transactions promptly and accurately in a busy environment	AF / I
•	Must be able to deal effectively with face to face and telephone enquiries from customers of all ages	AF / I
•	Ability to deal with people in a pleasant and courteous manner, particularly when under pressure	AF / I
•	Ability to work in a team environment	AF / I
•	Ability to record information accurately	AF / I
•	Ability to use software packages including Microsoft Office.	AF / I
•	Commitment to equal opportunities and a good understanding of its relevance to this post.	AF / I
•	Must be prepared and able to work unsocial and additional hours to cover for other staff absence, particularly at weekends.	AF / I
•	Be able to be work at short notice if necessary.	AF / I
•	Must be prepared to work at other establishments.	AF / I
<b>Desirable</b>		
•	Use of modern hardware and software packages including Microsoft Office.	AF / I
•	Keyboard skills	AF / I
•	Operation of a modern ECR \ MIS	AF / I
<b>EXPERIENCE</b>		
<b>Essential</b>		

•	Experience of dealing with the public face to face and over the telephone	AF / I
•	Experience of working in a busy environment	AF / I
•	Experience of working under pressure	AF / I
•	Routinely handling and balancing large sums of cash	AF / I
•	Commitment to customer care and an understanding of its relevance to this post.	AF / I
<b>Desirable</b>		
•	Basic understanding and knowledge of wide range of sports and sports related activities	AF / I
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	Basic numeracy and literacy	AF / I
<b>Desirable</b>		
•	Reception/Telephone Sales Training	AF / I
•	Basic Computer Skill	AF / I
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the	Interview
<b>Level: 1</b>		

	<p>council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
<b>Level: 1</b>		
<b>Making Effective Decisions</b>	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
<b>Level: 1</b>		
<b>Leading &amp; Communicating</b>	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
<b>Level: 1</b>		
<b>Collaborating and Partnering</b>	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p>	Interview
<b>Level: 1</b>		

	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future and transformational change	Interview
<b>Level: 1</b>		
<b>Delivering Value for Money</b>	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
<b>Level: 1</b>		
<b>Managing a Quality Service</b>	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
<b>Level: 1</b>		
<b>Delivering at Pace</b>	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture	Interview

**Level: 1**

where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly