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service and value

## Job Profile

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|---|--|
| <b>Provisional Job Title:</b><br>Receptionist | <b>Grade:</b> Scale 2/3/4                  |
| <b>Section:</b><br>Culture/Sports             | <b>Directorate:</b><br>Contracts & Leisure |
| <b>Responsible to:</b><br>Centre/Duty Manager | <b>Responsible for:</b>                    |
| <b>Post Number/s:</b>                         | <b>Date:</b> April 2016                    |

### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose:

To provide a high quality of customer care to all service users. With particular responsibility for signing in, taking payment and dealing with all enquiries at reception.

### Specific Duties and Responsibilities:

- Ensure that all health and safety duties are carried out in accordance with NOP/EAP procedures and follow procedures in the staff information file.
- To provide a fast, courteous and efficient response to all customers and telephone enquiries.
- To provide correct and concise information to all enquiries.
- To develop a good awareness of the full range of activities and promotions organised by the Sport & Fitness Services.
- To maintain sufficient stock levels of shop stock and leaflets.



- To collect money and complete daily banking following set procedures.
- To carry out the responsibilities of the post having regard to the Council's policies and procedures as well as additional guidelines as laid out in the Centre's Staff Information file.

#### **LINKED GRADE CRITERIA (Only one position available of the link grade at any one time)**

In order to progress to scale 3, all of the following requirements should be met:

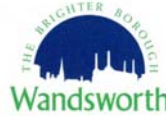
- Able to work in the phone hub to answer calls, deal with all enquiries and take payments for all bookings.
- Produce a weekly staff rota for the phone hub ensuring there is adequate staff cover at all times.
- To ensure all phone hub staff are trained fully relating to Centre processes and procedures.
- Co-ordinate and log all enquiries to ensure that they are passed to the relevant person and are dealt with promptly.
- System support for Bookeo and Gamma.

In order to progress to scale 4, the following requirement should also be met:

- Responsible for line managing phone hub casual staff.

#### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



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**Additional Information**

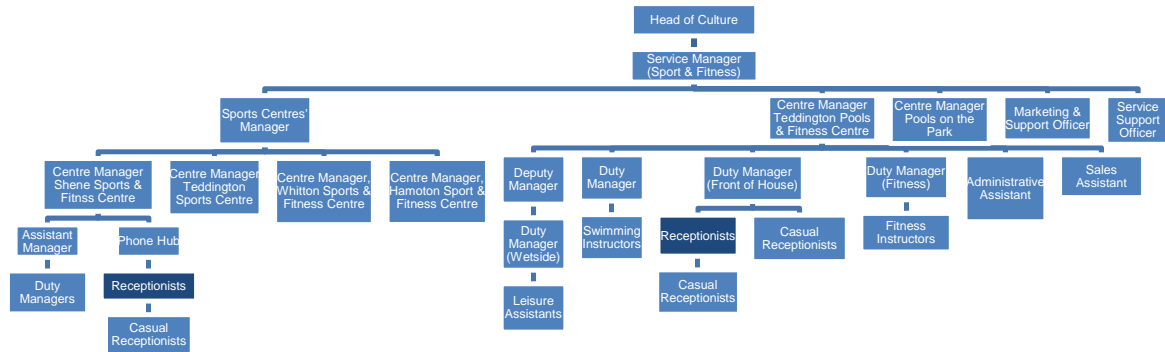
The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the postholder will be expected to take on such variations consistent with the level of responsibility of the post.

The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

**Current team structure**





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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

### Post Specific Values & Behaviours

- I do what I say I will do, when I've promised to do it, or let people know why.
- If I spot something going wrong I do something about it, even if it isn't my job.
- I look for examples of good practice in the Council and outside to improve the way I do my job.
- I treat customers the way they would want to be treated, being fair and with respect and I value differences.

| Requirements   | Assessed by A & I/ T/ C |
|--|-------------------------|
| <b>Knowledge &amp; Experience</b>                              |                         |
| Experience of working in an office/admin environment.          | A/I                     |
| Experience of dealing with the public in a customer care role. | A/I                     |
| Experience of dealing with and reconciling money.              | A                       |
| Experience of using a computerised till system.                | A                       |

| <b>Skills</b>   |     |
|---|-----|
| Ability to undertake cleaning duties as and when required.  | A   |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and the provision of a sports/leisure service. | A/I |



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| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service.  | A/I |
| Ability to communicate effectively (both verbally and in writing) with customers and staff for the purpose of providing advice and guidance, as well as information and assistance on services offered and the operation of equipment. | A   |
| To maintain and keep customer records up to date.  | A   |
| To assist with the sales and membership of the centres – e.g. tours, joining information etc.  | I   |
| Ability to work a flexible shift system, which may include some evening and weekend working (depending on which Centre post is located at).  |     |