**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Casual Receptionist | **Grade**: Scale 2 |
| **Section:** Culture/Sports | **Directorate:** Contracts & Leisure |
| **Responsible to following manager:**  Centre/Duty Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:** April 2016 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff 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.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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 both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**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 it 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.

**Team structure**

**Person Specification**

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| --- | --- |
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| **Section:** Culture/Sports | **Directorate:** Contracts & Leisure |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C\*** |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of working in an office/admin environment. | **x** |  | **A/I** |
| Experience of dealing with the public in a customer care role. | **x** |  | **A/I** |
| Experience of dealing with and reconciling money. | **x** |  | **A** |
| Experience of using a computerised till system. | **x** |  | **A** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to undertake cleaning duties as and when required. | **x** |  | **A** |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and the provision of a sports/leisure service. | **x** |  | **A/I** |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | **x** |  | **A/I** |

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| **Skills (continued)** | **Essential** | **Desirable** | **Assessed** |
| 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. | **x** |  | **A** |
| To maintain and keep customer records up to date. | **x** |  | **A** |
| To assist with the sales and membership of the centres – e.g. tours, joining information etc. | **x** |  | **I** |
| Ability to work a flexible shift system, which may include some evening and weekend working (depending on which Centre post is located at). | **x** |  | **I** |

**\*Assessed by:**

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**