

JOB INFORMATION & JOB DESCRIPTION

JOB TITLE Front of House Assistant/Receptionist/Call Centre Operator

PURPOSE OF JOB

To be the front of house assistant for the Leisure Centre, you will deal with all enquiries, ensure excellent customer service by effective supervision and control of the reception and its associated activities and administrative duties in a fast paced environment. To promote and sell our various membership offers and products.

Delivery of high quality services in accordance with Magna Vitae's Mission, Vision and Core Values as detailed in the company's Business Plan.

Hours of Work: Up to 40 hours per week. This position involves shift work which includes mornings, evenings, weekends & Bank Holidays.

Responsible to: Duty Manager on a Day to Day Basis. Ultimately, the Operations Manager.

Team Relationships: Work base venue colleagues, customers, and the wider company operations team.

Main terms & conditions of employment: Salary £10.18-£12.71 per hour
You will also benefit from some of the best terms and conditions in the leisure field including a voluntary membership of an employer pension scheme plus free "casual" use of Magna Vitae's fitness suites and swimming pools.

Special Requirements:

EQUALITY & DIVERSITY:
The post holder is required to carry out their duties in a way that supports Magna Vitae's Equality & Diversity Policy.

HEALTH & SAFETY:
The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae's Health and Safety Policy & Commitment Statement.

SAFEGUARDING CHILDREN & ADULTS:
Magna Vitae have a duty to promote the welfare of, and safeguard of children and adults at risk. The post holder is required to comply with the company's Safeguarding Policy.

This post requires an enhanced check from the Disclosure and Barring Service.

Work Location: Meridian Leisure Centre, Wood Lane, Louth (There may be occasions when you may need to work from other venues if required)

Type of Contract: Full Time Permanent

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY ROLE DELIVERABLES

- The post-holder must, at all times, carry out their duties to comply with the company's policies / procedures and financial regulations.
- Handling customer enquiries received via the telephone, email, Social media and letters and face-to-face in accordance with the service procedures.
- Maintaining records in the utilisation of the IT based Member Relationship Management System (MRM).
- To ensure that the customer service is provided with equal access irrespective of age, gender, ethnic origin, disability, religion or sexual orientation.
- To ensure all duties are carried out in a safe manner in accordance with the companies Health and Safety Management System (HSMS), including Policy, Corporate Standards, Local Risk Assessments and the facility's NOP / EAP.
- To present and maintain a professional image to all customers and visitors to the facility.
- Cash security including float checks, banking and the checking / completion of all associated documentation.
- To ensure all bookings received in person or over the telephone are dealt with in accordance with the booking and cancellation procedures.
- To keep on task with daily spreadsheets for customer retention.
- Accurate accounting, recording and control of deliveries received within the facility.
- To meet and greet all contractors / visitors and to complete all relevant documentation promptly.
- Maintain a clean, professional and well-presented reception area at all times, ensuring all marketing and publicity material is displayed appropriately.
- To actively promote, sell and issue MV cards and other membership packages to customers of the facility, ensuring subscription payments are maintained and correct booking procedures are adhered to at all times
- Liaise with receptionists from other MV facilities / services to problem solve when necessary e.g. customer complaints, MRM queries and general customer enquiries.
- To arrange the collection and distribution of the facilities internal and external post as and when maybe required.
- To ensure all up to date and relevant marketing and promotional information is displayed at all times on noticeboards and leaflet holders.
- To provide reception cover at other MV facilities as required.
- To attend meetings and undertake training as required.
- Ensure the facilities are well maintained, well presented, clean, safe and fit for purpose at all times.
- Ensuring all comments and complaints received during the shift are logged in accordance with the approved procedures.
- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the post.

Magna Vitae

PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
Experience/ Knowledge/ Skills	Experience of working in a fast-paced customer focused environment. Both face to face and by telephone	E
	Experience in sales and customer retention	D
	Experience of working within a dynamic team	E
	Computer literate with clear understanding of Microsoft packages.	E
	Experience working with MRM	D
	Ability to think creatively to resolve problems that may arise during the operation of the facility.	E
	Effective communication with staff and members of the public.	E
	Awareness of Health and Safety	D
	The ability to represent and promote the service area within the organisation and to external organisations.	E
	To be able to cope under pressure and to targets	E
Qualifications/ Training	A to C GCSEs in English and Mathematics	D
	Customer Service	D
	HSE recognised First Aid at Work qualification.	D
Personal Qualities	Good communication skills	E
	Confident and well manned with assisting customers	E
	Smart and well presented.	E
	Flexible to working within a seven-day service provision, including evenings weekends and Bank Holidays.	E
	Understands that good customer service is not a skill but an attitude	E
	To have and maintain a level of fitness commensurate to the post.	D

FURTHER INFORMATION ABOUT MAGNA VITAE		
Our Purpose	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life. We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do</p>	
Our Vision	Our VISION is to improve the wellbeing of our community, enabling people to live great lives.	
Our Mission	Our MISSION is to clearly demonstrate proactive and innovative leadership that will generate positive change in the areas of social and economic inequality. We are committed to empower local people by reaching out with humanity and compassion.	
Our VALUES	<ul style="list-style-type: none"> • We are in this together • We embrace change • We are always learning • We celebrate differences 	
Benefits of working for Magna Vitae	<p>As a growing company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including:</p> <ul style="list-style-type: none"> • Competitive Salary • Double time and day in lieu for bank holidays • Free use of the company's fitness suites and swimming pools • Family and friends discount scheme • Voluntary membership of an employer pension scheme • Sick pay after probation period <p>We look forward to receiving your application.</p>	