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## Job Description for Duty Officer – Reception, Sales & Marketing

## Purpose:

To be a key holder, opening and closing the building. Be responsible for all activities on site when on Duty. To supervise and line manage the Reception team. To oversee the membership scheme, all business administration and promotional materials.

## Reports to:

General Manager

## Responsible for:

Reception Team

## Salary:

28 hours per week @ £9.81 per hour

£17854.20 per annum (pro rota)

**Pattern of work:**

You will be required to work a three week rota which will include evenings, weekends and bank holidays.

## Key responsibilities:

* To be a key holder, responsible for opening and closing the Centre.
* To be the first point of contact for all operational issues when on Duty.
* To be the main First Aider when on duty.
* Must be able to interact with all customers in a professional manner i.e. face to face, emails, telephone & social media.
* Set up tills when on opening shift and cash up all tills when on closing shift.
* To ensure pool water readings are taken on time and dealt with accordingly.
* To carry out regular checks of the building including the pool plant room and deal with any issues that may arise.
* To report any maintenance faults if unable to rectify, or refer to the Operations Manager if necessary.
* To record any staff absences in accordance with company procedures and arrange cover where needed.
* To deal with general IT issues, liaising with the General Manager, Operations Manager and IT support when needed.
* To set up equipment ready for any activities or events that are being held in the Centre and ensure all equipment is stored in the correct manner upon completion.
* To promote a welcoming environment to all customers.
* To accept, check, sign for and store appropriately any deliveries that arrive whilst on shift.
* To ensure that the banking is prepared ready for the collection.
* To liaise with Operational Contractors when on site and monitor work being carried out.
* To line manage the Reception team, creating rotas, authorising and recording annual leave, sickness and general HR issues.
* Ensure all standards are being met by the Reception team including wearing appropriate work clothing and maintaining a tidy work environment.
* To be familiar with all Reception procedures.
* To lead on all marketing promotions and ensure all events are promoted in an appropriate timescale.
* Produce monthly direct debit & membership reports.
* To oversee all memberships and ensure that any members in arrears are contacted immediately.
* Must have the ability to operate our booking system and set up or amend any sessions.
* Ensure all receptionists are fully briefed on all areas of administration processes, events and developments within the centre.
* Order office stationary supplies, swim stock, locker tokens and any other stock as required.
* To maintain a strong brand identity across all online and printed platforms.
* Produce posters/flyers as required.

**General responsibilities**

* To carry out such duties as may be determined by the Senior Management team.
* To attend meetings as required.
* To maintain good working relationships with outside agencies and the general public in order to uphold the Centre’s image
* To maintain the highest standard of professional conduct at all times with customers, colleagues, stakeholders and the general public, both at work and socially.
* To make a contribution to sharing ideas, knowledge and best practice to ensure the long term success of Plas Madoc Leisure Centre.
* To adhere to employment policies as detailed in the Employee Handbook.
* To follow all health & safety procedures in order to ensure the safety of yourself, colleagues, customers and others who may be affected by your behaviour.
* To uphold Splash Community Trust’s commitment to equality of opportunity to all by following the Equality & Diversity Policy.
* To adhere to all of Splash Community Trust’s policies & procedure.
* To support Splash Community Trust in achieving its environmental aims and objectives.

**Person Specification –**

**Experience:**

* Must be able to demonstrate strong administrative experience within a public or private sector organisation.
* Should be able to demonstrate experience of working towards set targets.
* Should have experience of supervising a team.
* Must be able to work under pressure and meet deadlines.
* Must have experience working within an operational role in a similar environment.
* Must have Health & Safety qualifications or be working towards them.
* Must be familiar with a pool plant room, possessing the relevant qualifications.
* Must be able to demonstrate a clear understanding of customer needs.
* Should ideally be able to demonstrate experience of working within a busy leisure centre environment within the public or private sector.
* Must have experience of preparing daily banking ready for the cash collection.
* Should ideally be able to demonstrate an understanding of how a third sector organisation operates; be sympathetic to the aims of Splash Community Trust; and be sensitive to the political nature of the organisation.

**Qualifications or Training:**

* Must have at least 5 GCSE’s or equivalent including maths and English
* Should ideally be educated to A-level or equivalent
* Should demonstrate evidence of Continuous Personal Development
* A pool plant qualification is desirable.
* A valid 1st Aid qualification is desirable.

**Practical Skills:**

* Must have strong organisational skills.
* Must be creative and have an eye for detail when producing marketing literature.
* Must be able to communicate with a wide range of people effectively at all levels, both orally and in writing.
* Must have excellent Information Technology skills

**Personal Qualities & Attributes:**

* Must be able to work unsupervised and to agreed outcomes
* Must have a thorough and accurate approach to all work with the ability to apply set procedures
* Must have a flexible and adaptive attitude to change and do everything to make new approaches and methods work
* Must be able to work in a busy environment
* Must be able to work as part of a team
* Must have an open, honest, approachable and pleasant, friendly personality
* Must be confident and professional
* Must ensure personal appearance is of the highest standard of tidiness and hygiene
* Must accept the importance of maintaining and improving standards and strive to exceed expectations at all times