

Profile Title:	Front of House	
Responsible To:	Duty Manager	
Responsible For:	N/A	
Post Reference:		

Vision and Values

“Inspiring people to live active healthy lives”

- *We are always improving*
 - *We care*
- *We make a positive difference*
- *We are customer focused*
 - *We are one team*

Purpose of Post:

To provide a front of house service incorporating bookings, cashier and clerical support to the centre whilst working with a computerised booking system and maintaining excellent customer care.

Responsibilities:

- To act as a point of contact for all centre enquiries either by telephone, email or face to face and contribute to the smooth running of the centre reception.
- To arrange any hospitality requirements, meeting room facilities, photocopy documents and materials as directed. Providing general clerical support to the operation of the centre and company.
- To take bookings, payments and search information and input data information into the centre systems.
- To deal with customer complaints, politely and calmly at all times
- To provide cover for sickness and holidays for other receptionists when required.
- Provide assistance as required within the centre to enhance the centres operation.
- Enthusiastically greet and direct customers while performing assigned tasks.
- Provide customers with general centre information.
- Assist in maintaining a friendly atmosphere by being polite and courteous at all times.
- Maintain a high standard of work and personal hygiene.
- To ensure the reception area is kept tidy, informative and welcoming to all visitors, ensuring the signing in book is completed.
- Arrange appointment times where requested and aid with the cancellations of classes and booking ensuring customers are contacted.
- Be aware of and comply with policies and procedures relating to child protection, health & Safety, security, confidentiality and data protection. Reporting all concerns to the appropriate person.
- To hire out sports related equipment in compliance with the company financial rules and regulations.
- To assist in the promotion of the centre and company.
- Adhere to Oldham Active’s policy on corporate identity by wearing the correct uniform at all times.
- Attend staff training or meetings when require by the Duty Manager.
- Be reliable and able to work flexible hours.
- Have a friendly disposition.

These essential functions, may include, but are not limited to, the above.

Criteria A: Essential D: Desirable	Method of Assessment A: Application I: Interview T: Task	
Education and Training:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Good numeracy and literacy skills. • NVQ 2 or equivalent 	A D	A/I A/I
Relevant Experience:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Experience of general clerical and administration duties. • Able to undertake a range of tasks within a busy environment • Previous cash handing experience. • Experience of operating a computerised till. • Minimum of 1 years' experience in a customer service environment. 	A A D D D	A/I A/I A/I A/I A/I
General and Special Knowledge:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • To be self-motivated and able to use own initiative • Be able to work in a team environment. 	A A	A/I A/I
Skills and Abilities:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Able to work with little or no supervision. • Good keyboard skill and ability to use relevant technology/equipment and ICT. • Able to accept and respond to the varying needs of customers in a non-judgmental way. • Good communication skills and the ability to relate to people at all levels in differing ways, through speech, body language and facial expressions. 	A A A A	A/I A/I A/I A/I
Additional Requirements:	Criteria	Method of Assessment
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. • Flexibility to work outside normal working pattern. • Able to work constructively as part of a team, understanding the centre roles and responsibilities and own position within. • Ability to identify own training development needs and willingness to participate in development and training opportunities. • Have high personal standards. 	A A A D A	A/I A/I A/I A/I A/I