



Job Description

Our Charity

We are an independent, regional sports development charity supporting the people of Nottinghamshire. We use the power of sports and Notts County Football Club to engage and empower local communities and the individuals they serve. Registered charity number 1091927.

Job Title:	Receptionist
Responsible to:	The Portland Staff
Responsible for:	N/a
Location:	The Portland Centre
Document Created (month & Year)	April 2021

Equality, Diversity, and Inclusion

We value the diversity of our staff and welcome applications from people from protected groups under the Equality Act 2010, this specifically includes age, gender, sexual orientation, gender identity/reassignment, race, religion, disability, pregnancy and maternity and marriage and civil partnership.

Overview of the role

An opportunity has arisen to join the team at The Portland Centre as a part time Receptionist. You will be responsible for taking bookings and ensuring exceptional customer service standards are maintained.

Regular duties will include staffing the reception desk, answering the telephone, taking bookings, dealing with enquiries, checking the validity of users, issuing hire equipment, reconciliation of money, issuing membership cards and keeping records, general security of the building, security of keys, fire security, basic stock management, basic reporting from the leisure management system and sales.

Irregular duties will include dealing with lost property, control of unacceptable noise levels and behaviour, summoning assistance to deal with serious incidents and emergencies.

The successful applicant will need to be an ambitious, enthusiastic and outgoing. You will require an eye for detail, be computer literate and able to manage pressure situations.

The hours are primarily weekends and there are also evening hours available.



Key Accountabilities & Responsibilities:

- To act as the first point of contact for visitors/customers.
- To receive appropriate admission fees and issue receipts/tickets.
- To take all telephone calls including bookings within the guidelines provided.
- Control of reception float and takings, banking funds according to appropriate guidelines.
- To ensure that all cash and items of stock are secure at all times including control of saleable stock and completion of stock control records.
- Keep a check of inventory items in the work area, maintaining a clean and safe working environment.
- Act as liaison within the emergency procedures and be aware of current practices.
- Receive, secure and record details of all lost and found property and care of valuables.
- Liaise on matters relating to disposal of cash to the bank, stock and property with the Assistant Manager.
- Carry out day-to-day instructions given by The Portland Staff, particularly in respect of financial procedures.
- Attend meetings and take minutes as directed by the Centre Manager.
- Undertake training in areas deemed necessary, particularly in relation to emergency procedures and financial regulations.
- Undertake any other duties that meet the needs of the business.

Human Resources Key Tasks

- Being a participating member of Notts County Foundation and The Portland Centre wider team
- Line management of staff including Appraisals, reviews and training needs analysis

Safeguarding Key Tasks

Notts County Foundation (NCF) believes that safeguarding and the protection of all children, young people and vulnerable adults is everyone's responsibility. Staff working on behalf of Notts County Foundation must ensure that:

- They recognise the position of trust they have by working for Notts County Foundation
- Their behaviour is always appropriate
- They observe and put into practice all policies, procedures and processes established for the safety and protection of children and adults
- They follow the procedures for responding to signs and suspicions of abuse
- In every respect, the relationship they form with children and adults are appropriate

Health & Safety Key Tasks

- To comply with requirements of the Health & Safety at Work Act 1974 and all supplementary legislation
- To ensure all health and safety checks are completed on a daily/weekly/monthly basis where necessary and complete and actions any health and safety concerns
- Ensure the safe and effective use of instruction and advice is offered to service users by monitoring the quality of content and delivery



Training Key Tasks

- To attend regular staff training sessions, be they held in-house or externally
- To maintain and develop own professional knowledge and awareness.
- To undertake any other duties and responsibilities required commensurate with the grade and level of responsibility for the post.
- Promote the activities of Notts County Foundation
- To support the delivery of other key areas of the business as required.

General Duties

- To attend and contribute to regular staff meetings
- To participate in all staff Notts County Foundation appraisal and supervision processes
- To follow by Notts County Foundation policies and procedures at all times including Health and Safety, Equal Opportunities and Confidentiality
- To act as an ambassador for Notts County Foundation at all times
- To undertake any other duties that may be required as deemed appropriate

Our package includes

- Competitive salary
- 20 days of holiday plus 8 public holidays + extra days off during Christmas Period
- 3% employer pension contribution (upon successful completion of probation)
- Family friendly flexible working arrangements
- Gym membership at The Portland Centre
- Access to a mental Health specialist
- Access to season tickets to Notts County Football Club
- Personal growth is a key and we invest in learning and development opportunities.
- We are a sociable bunch and host pay day drinks, quarterly lunches, quiz nights and cultural and sporting activities to socialise and have fun with your colleagues.



Personal Specification

Category	Essential	Desirable
Education/ Qualifications		<ul style="list-style-type: none"> • First aid qualification
Experience / Knowledge	<ul style="list-style-type: none"> • Be able to communicate with all levels of staff and different user groups • Have excellent interpersonal skills and customer care • Ability to work calmly and professionally when under pressure • Basic level of computer literacy • Have experience of working with the public, face-to-face and on the telephone • Previous experience of working in a similar client-focussed role, especially in a sporting environment • Experience of computer operation (MS Office) 	<ul style="list-style-type: none"> • Basic administrative functions • Evidence of managing cash handling/reconciliation processes • Experience of using electronic point of sale devices e.g. tills, chip & pin. • Experience of using a computerised leisure management system • Experience in a retail or sales based environment
Personal Qualities/Attributes	<ul style="list-style-type: none"> • Good understanding of customer care practices • Ability to work as part of a team and be flexible with duties undertaken. • A personality that shines • Enthusiastic and helpful nature 	
Special Conditions	<ul style="list-style-type: none"> • Work outside normal office hours, including weekends, when required 	<ul style="list-style-type: none"> • Has access to own car • Willingness to travel for business reasons