

Job Description

Position/Job Title:	SportBU Receptionist (Part-Time)
Ref:	SSS246/0003047813
Location/Building:	SportBU, Talbot Campus
Faculty/Professional Service:	Student Services
Group/Section:	Culture & Sport
Normal hours per week:	29.5 over 5 days (Monday to Friday) (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	2
Accountable to:	Operations Manager

Job Purpose

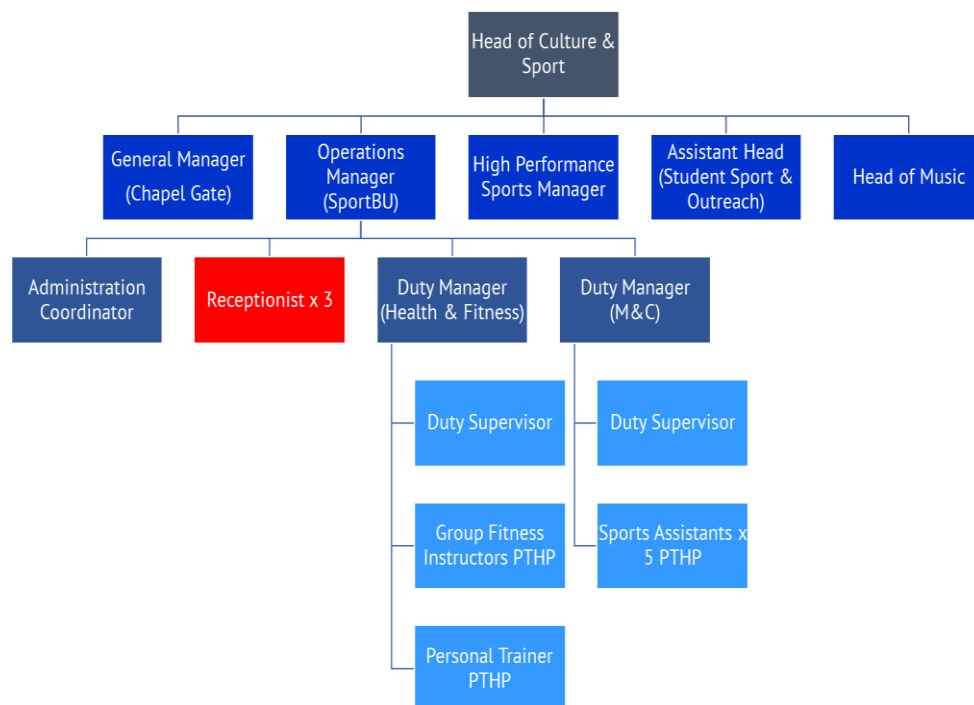
The purpose of this job is to be the customer facing role of SportBU and to provide professional and customer focused information, advice and guidance to all customers. The role will also involve a wide range of administrative tasks to support the department.

Main Responsibilities

1. Deliver our frontline service at SportBU through face to face, telephone, and email enquiries. This will require an extensive knowledge of the programmes and activities that we offer and the relevant procedures and a working knowledge of other BU departments and their functions.
2. Using the XN Leisure booking system to ensure all customer bookings are completed efficiently and accurately. Edit and update course and session bookings on the XN system to accommodate new and changing programmes.
3. Actively promote memberships, services and programmes within SportBU. Undertake tours of SportBU with potential new customers when appropriate and tailor information given so it is relevant to their needs.
4. Daily cash handling and card payments through the leisure management system.
5. To manage the SportBU reception area to ensure a professional and efficient service is offered and that a high level of customer service is maintained at all times. Attempt to build rapport with as many customers as possible throughout the working day.
6. Aim to solve customers' problems, queries and complaints efficiently or pass on to the relevant SportBU personnel if needed.
7. Monitor the secure release and return of keys to appropriate personnel using the Operations folder.
8. Inputting and maintaining information for all SportBU databases.
9. Ensure all related reception procedures are adhered to by all SportBU staff. Generate ideas for improved service delivery where appropriate.

10. Assisting with a wide range of administration processes within the Department such as dealing with queries, filing, photocopying, finance claims, refunds, databases.
11. To be aware of and participate in SS and University wide events (e.g. open days, fresher's activities) where appropriate.
12. To actively contribute to the delivery of the SS Plan within the remit of your job, with the ultimate aim of enhancing student experience and providing a high quality service to all SS customers, whilst improving efficiency and effectiveness of core University processes and systems.
13. To undertake any other appropriate duties as required.

Organisation Chart



Contacts

Internal: SportBU colleagues, SS colleagues, students, performance captains, Students Union, Student Sports Societies, Estates, M&C.

External: General public, Instructors/coaches, schools, community groups and relevant personnel appropriate to industry.

Challenges

To ensure that the front of house services at SportBU run efficiently and with excellent customer service. It requires a high degree of knowledge of the management booking system and the ability to retain a large amount of information to disseminate to customers when needed.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

January 2023



Person Specification

Position / Job Title: SportBU Receptionist (Part-Time)	Position No: SSS246/0003047813
Faculty / Service: Student Services	Date: January 2023
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Experience of dealing with wide cross section of personnel – general public, staff and students	E
Proven receptionist experience, ideally gained in a customer service and/or higher education environment	E
Experience of working in customer facing roles	E
Proven sales experience in a target driven environment	E
Experience of working with a leisure management booking system	D
Skills	
Competent IT skills (Word/Excel/Microsoft Office) including the ability to update and maintain appropriate records and develop spread sheets	E
Excellent interpersonal skills with ability to prioritise in very challenging circumstances	E
Excellent verbal communication skills e.g. answering phone, dealing with face to face enquiries	E
Good attention to detail	E
Ability to work/prioritise/make decisions effectively under pressure in a team or individually as required	E
Proven ability to offer solutions and ideas for service delivery	E
Proven general administration skills	E
Attributes	
Able to work on own initiative	E
Committed to offering a high level of customer care	E
Ability to learn and retain a wealth of information	E
Appreciation and understanding of situations requiring tact, diplomacy and discretion	D
A positive can-do attitude and excellent team player	E