

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO4-0373	Grade D
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Job purpose: Assist customers / visitors to utilise a facility or service, providing basic advice and information.

Grade D posts are higher in 'Creativity & Innovation' with the requirement to resolve minor problems but still within clearly defined guidelines and procedures. Posts at this level are also higher in 'Decisions' with the requirement to resolve problems within a range of established solutions. Posts at this level require the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	GCSE A - C or equivalent experience/skills Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices Able to communicate clearly Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these Awareness of Microsoft Office applications and the internet. Good customer service skills Demonstrates interest in the products / services being delivered
Creativity and Innovation	Work on own initiative to manage own activities, Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Be first point of contact on a range of queries signposting less straightforward requests/queries. Regular contact with colleagues, volunteers, customers, visitors and members of the public.
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Undertake inspection and /or maintenance of site / facility /tools / equipment as required Monitor activities; address any problems within remit of role, escalating issues as appropriate Take action where necessary to ensure the security of items and / or the facility.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Receptionist	
Role profile family:	Community Engagement	
Role profile number and grade:	CE04-0373	Grade D
Number of posts:	Approximately 80 over 10 Leisure Centres	
Service/Team:	Leisure Centres	
Reports to:	Customer Services Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

The role of the receptionist is primarily to:

- provide a professional customer focused and friendly reception service to ensuring a quality service experience for all centre users.
- collect the appropriate fees from customers for admission
- promote and sell both the products and services available at the centre and have a knowledge of all products available within the facility
- Reception staff are required to comply fully with the established policies and procedures and to enforce such policies and procedures in their dealings with customers

Specific duties and responsibilities include:

- To promote customer service ensuring that a firm command of leisure centre product knowledge is achieved.
- To sell centre memberships, achieving membership numbers and Direct Debit income targets that are set. To also sell and promote retail products.
- To support the delivery of other services within a Health and Well-Being Centre, ensuring a good understanding of both the service and products.
- Recognise and anticipate the needs of customers both face to face and over the telephone, promoting the centre and its products and services.
- The management and correct accounting of the till, ensuring the security and banking of monies in line with financial regulations and procedures.
- Operate the computerised booking system, taking and recording of bookings whether via computer or paper, Adding new customers to schedules and waiting lists as appropriate.
- Receive customer feedback and communicate effectively to the management team.
- Ensure administrative systems are adhered to with reference to the council regulations and Normal Operating Procedures.
- Understand the centres Normal Operating Procedures and Emergency Action Procedures and carry out duties accordingly.
- Provide administrative support within the centre as required.
- Maintain high standard of personal presentation, ensure that reception area is kept clean and tidy, and demonstrate a professional approach to customer service.
- Be prepared to work at any of the in-house centres to assist in short term cover requirements.
- Attend training as required for the duties of the post.
- Responsible for handling monies, sale of goods and services, reconciliation of their tills and ensuring said till balances.
- Patterns of work will be agreed with your line manager to meet the service requirements and the needs of the area. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which you will be receive payment at the appropriate rate. Your line manager will advise you of these requirements.
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Specific requirements for this post:

- Requirement to wear a uniform

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- GCSE Grade C or equivalent in Maths & English
- Workable knowledge of Microsoft Office applications
- Recognised customer based qualification / Experience
- 12 months experience in a customer based / Sales environment
- Professional approach and ability to remain calm and composed in pressured situations
- Work with minimum supervision
- Ability to multi task
- Excellent customer care skills including excellent communication skills and people skills

Desirable

- Workable knowledge of XN Leisure

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council

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This role does not have any professional or occupational membership requirements

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Clearances – Disclosure & Barring Service (DBS)

This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.

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This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an **Enhanced** DBS check before appointment can be confirmed.

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This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a **Standard** DBS check

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The role requires a **Basic** DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.

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This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.

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Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check

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This role is not subject to a BPSS check

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Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (**regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret'*).

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This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3***(**regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members*).

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This role is not subject to a NPPV check

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Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>