



JOB DESCRIPTION			
<b>Job title:</b>	Receptionist	<b>Contractual Status:</b>	Permanent
<b>Hours of work:</b>	Permanent, part-time: 18.75 hours per week. Shift work which will include evenings and weekends	<b>Salary range:</b>	Competitive, depending on experience
<b>Location:</b>	The Leisure Box, Northlight, Brierfield, Lancashire, BB9 5NH	<b>Reporting to:</b>	Duty Manager – Sports and Administration

**Job Summary:**

Act as the first point of contact for all visitors to the Leisure Box.

**Roles and Responsibilities:**

- Greet our visitors, customers and participants with a friendly, warm and professional attitude.
- Respond and manage a variety of customer types, bookings, payments enquiries, and complaints.
- Deal with enquiries via phone, email, face to face and web based booking system.
- Keep the reception area clean and organised.
- Adhere to and help enforce all Health and Safety standards, centre rules, regulations and policies.
- Report all repairs and maintenance issues to the Duty Manager.
- On occasion be responsible for the opening/closing of The Leisure Box. Lock/unlock the centre carry out security and safeguarding checks.
- Work alongside other team members to support in other areas of The Leisure Box.
- To understand and implement the Charity's Safeguarding policy, procedures, and best practice guidelines in your role. To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- To be able to work flexible and unsociable hours where the role of the job requires.
- To work towards agreed Key Performance Indicators (KPIs).
- Comply with all Charity policies.
- Promote the Burnley FC in the Community brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- A commitment to equality and diversity in the workplace.
- Willingness to attend training courses to enhance own professional development.
- Always demonstrate the Charity's values.
- This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.



<b>PERSON SPECIFICATION</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>• Previous experience in a customer facing role.</li> <li>• Excellent communication skills (written, telephone and face to face).</li> <li>• Experience of working with IT systems including Microsoft Office.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of Health and Safety.</li> <li>• Previous experience of working in a leisure centre.</li> </ul>
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• A friendly, positive 'can do' and courteous attitude.</li> <li>• Meticulous standards.</li> <li>• An organised and efficient approach to work.</li> <li>• Shows initiative, has confidence in own ability with a positive attitude towards undertaking any aspect of the job role.</li> <li>• Enthusiastic and motivated.</li> <li>• Displays no prejudice when working with others.</li> <li>• Ability to work within a team and foster good working relationships.</li> <li>• Self-motivated, with expectation of self and others.</li> <li>• A commitment to the aims, vision and values of Burnley FC in the Community.</li> <li>• Ability to maintain a flexible approach to work at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• A positive attitude towards professional development and their own learning.</li> <li>• A passion for the community and making a difference.</li> </ul>