



JOB DESCRIPTION



Job title	Receptionist
Location	Woodford Park Leisure Centre Haddon Drive Woodley RG5 4LY
Reports to	Leisure Services Manager
Grade	£11.44 per hour
Type of position	Part-time
Hours of work	Fixed hours as agreed in advance

This job description details the general nature and level of work performed by the employee in this post. It is not an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

COUNCIL PURPOSE

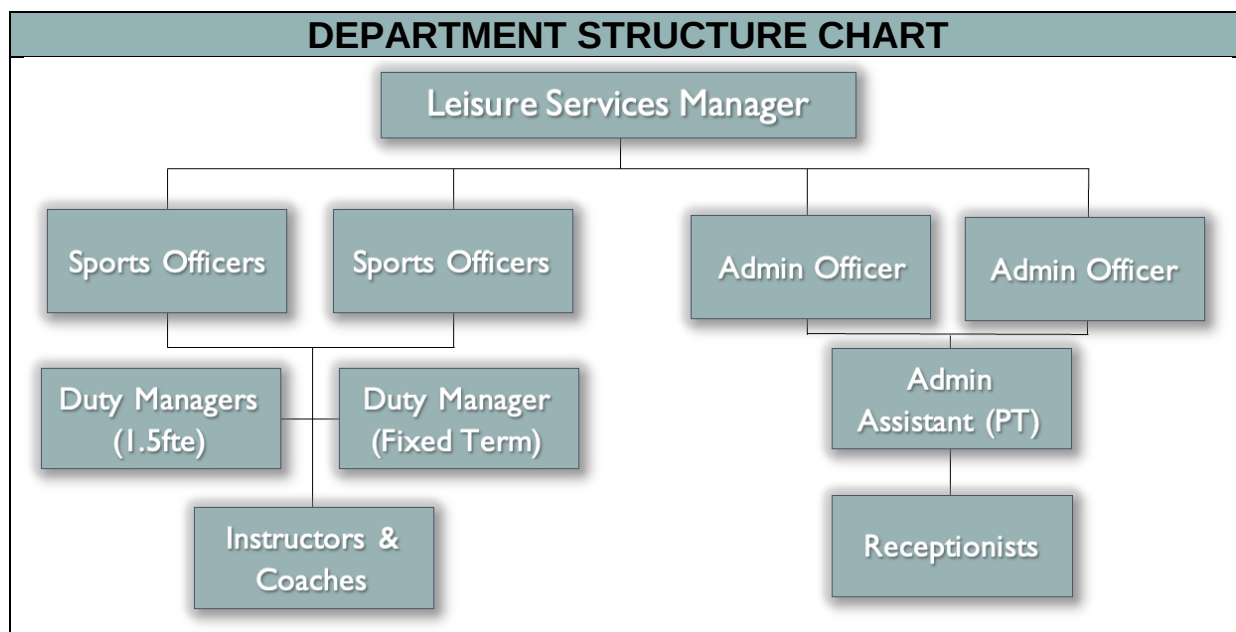
Woodford Park Leisure Centre is owned and operated by Woodley Town Council.

Woodley Town Council is an active, professional, competent, and progressive town council. Staff are provided with job security and fulfilment, as well as the opportunity to develop and grow within their role.

As the town has grown so have the services provided by the Town Council. As well as the leisure centre, the Town Council is responsible for a number of parks, open spaces and play areas, allotments, community halls, street lighting and bus shelters, planning consultation, and The Oakwood Centre. The Council also gives grants to local community organisations and individuals and represents residents on wider issues.

FINANCIAL/ORGANISATION

- Council Precept 2024: £1,164,500
- Town Councillors: 25
- Staff: 55 total (28 Full Time Equivalents)
- Population est: 28,000
- Leisure Centre Budgeted Net Income 2024/25: £455,375
- Leisure Centre Budgeted Net Expenditure 2024/25: £458,250



MAIN DUTIES	
Key Contacts	
Internal: - Elected Councillors - Town Council staff External: - Service providers - External bodies - Contractors - Community groups/organisations - Voluntary sector organisations - Members of public	
Main Purpose	
To perform general day-to-day tasks relating to the smooth and efficient running of the reception at Woodford Park Leisure Centre.	
This includes but is not limited to answering the phone, greeting customers, taking bookings for sports facilities and exercise classes, use of the cash till and other related administrative tasks.	
1	Main Responsibilities/Accountabilities:
1.1	To work behind the reception desk and be the first point of contact for any customers or members of the public that visit the Leisure Centre.
1.2	To promote strong customer relations by taking a proactive and positive approach to any queries, concerns or complaints that arise whilst on shift.
1.3	To take bookings for facilities and activities, both in person and over the phone, and make use of the various booking systems currently in place.
1.4	To operate the cash till and to take payments for bookings, activities and other products that are available to purchase from reception.
1.5	To complete the end of day cashing up procedures whilst on shift and to accurately record and report any identified end of day discrepancies.

1.6	To ensure that a high standard of cleanliness and presentation is evident at reception at all times and to improve presentation wherever possible.
1.7	To restock vending products whilst on shift and to ensure that the basic stock rotation procedures are implemented whilst doing so.
1.8	To operate the Leisure Centre membership software and to assist with setting up memberships as and when required.
1.9	To assist with general administrative tasks, including but not limited to filing, photocopying, printing etc.
1.10	To carry out any other reasonable duties required to maintain the standards of service at Woodford Park Leisure Centre.
1.11	To assist the duty manager in the event of an emergency building evacuation, helping to ensure a safe and efficient evacuation for both staff and the public.
1.12	To carry out all duties ensuring the Health and Safety of resources within the post holder's responsibility and to ensure that personal responsibilities of Health and Safety as laid down in the Health and Safety at Work Act, are followed.
2	Other Information:
2.1	All employees must be able to commit to Woodley Town Council's inclusivity policy and values, treating colleagues and customers with dignity and respect.
	<i>This document describes in general terms the duties and responsibilities of the post at the time it was drafted. This is not to be taken as exhaustive nor exclusive, and duties may be varied at any time, in consultation with the postholder, to meet the needs of the service. Such variations are a common occurrence and cannot, of themselves, justify reconsideration of the grading of the post.</i>

PERSON SPECIFICATION	
Essential	
• Experience of cash handling and operating a cash till. • Experience of working as part of a team. • Experience of working with the general public and the related ability to communicate in a polite and professional manner. • A willingness to work a variety of shift times, that will include evening and weekend work, as well as the willingness to work additional shifts to help cover holiday and sickness as and when required.	
Skills and abilities	
• Good interpersonal skills and the ability to form and maintain strong and positive relationships with both customers and colleagues. • The ability to take a proactive and positive approach when assisting members of the public with various enquiries and concerns. • The ability to remain calm under pressure and to make quick decisions. • The ability to problem solve and to be tactful when required. • The ability to use your own initiative to proactively prevent and solve problems and to take responsibility for solving problems without instruction. • Comfortable working with computers and particularly competent using Microsoft Word and Excel.	