

# Casual Receptionist

Grade 2 – SCP 11-14 £16,431- £17,537

## Across Newport Live Sites

Newport Live is an award winning not for profit sport, leisure and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that *'inspire people to be happier and healthier'*.

We are looking to recruit Casual Receptionists to join our Customer Services & Operations team across our Newport Live sites including, The Regional Pool & Tennis Centre, The Geraint Thomas Velodrome, Active Living Centre, and Newport Centre.

You will be a pivotal member of the team in delivering and maintaining high-quality customer service within a fast- paced and dynamic environment.

You will have had previous experience as a Receptionist or in similar customer service based role that requires an energetic and can- do approach to customer service.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Carl Williams, or email [carl.williams@newportlive.co.uk](mailto:carl.williams@newportlive.co.uk)

### **Application Process**

You can download an application form and job description via the Newport LIVE website [www.newportlive.co.uk](http://www.newportlive.co.uk) alternatively they are available via e-mail request from [jobs@newportlive.co.uk](mailto:jobs@newportlive.co.uk)

Please return the completed application forms to [jobs@newportlive.co.uk](mailto:jobs@newportlive.co.uk)

This post is part of an ongoing recruitment process. You will be notified upon receipt of application and advised of next steps within the recruitment process.

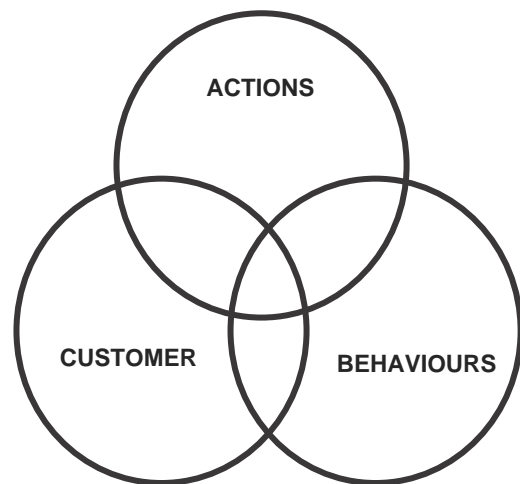
## JOB DESCRIPTION

<b>POST:</b>	<b>Casual Receptionist</b>
<b>JOB PURPOSE:</b>	To provide a high quality, courteous and customer focused service. Reception is the first contact for all customers visiting Newport LIVE venues.
<b>RESPONSIBLE TO:</b>	Assistant Manager
<b>SALARY:</b>	Grade 2 – SCP 11-14 £16,431- £17,537
<b>KEY RELATIONSHIPS:</b>	Members of the public, Newport Live colleagues
<b>BASE LOCATION:</b>	Across all Newport Live sites
<b>MANAGEMENT RESPONSIBILITY:</b>	None

### I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

### HOW MY PERFORMANCE IS MEASURED



### **DISCLOSURE AND BARRING:**

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

**OPERATIONAL RESPONSIBILITIES:**

- 1** Ensure the efficient operation of all services controlled from the reception desk, including interaction with customers face to face, on the telephone and via email or other electronic methods.
- 2** Issue appropriate tickets and collect income from all customers and visitors of the venue.
- 3** Check and balance all monies taken on shift, then prepare money and paperwork for banking.
- 4** Provide a high level of customer service in order to improve customer retention.
- 5** Ensure that Reception areas (including foyer areas) are kept clean and well presented at all times.
- 6** Ensure that all marketing displays, and information are kept fully stocked with “in date” marketing materials.
- 7** Receive, record and arrange safe custody of lost property.
- 8** Assist in the promotion of the venue and products by maintaining a high standard of dress and appearance at all times and by responding positively to all customer enquiries to encourage sales and repeat custom.
- 9** Ensure a high standard of accuracy and clarity when completing paperwork and assist with clerical duties as required.
- 10** Operate Point of Sale Systems, Box Office Booking Systems, databases, online applications and telephone systems in line with Newport LIVE policies and procedures.
- 11** Proactively promote Newport LIVE activities and upsell products and services wherever possible.
- 12** Assist at major functions as directed by the management team.
- 13** Play an important role in assisting the Operational Team during emergency situations such as evacuating the venue.
- 14** Undertake any other duties, commensurate with the grade of the post, as directed by the management team.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

## CASUAL RECEPTIONIST – PERSON SPECIFICATION

Area	Essential	Desirable
<b>Qualifications</b>	<p>1.1 Experience of working in a busy customer facing role. (A, I)</p> <p>1.2 Cash handling experience in a busy service environment (A, I)</p>	<p>1.3 Experience of using Information Technology and Point of Sale Systems. (A, E) 1.4 Sales experience (A, I)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Knowledge of Customer Service Operations. (A, I)</p> <p>2.2 Possess 5 GCSE (Grades A – G) or equivalent (A)</p>	<p>2.3 Qualifications relating to Information Technology (A, C)</p>
<b>Experience</b>	<p>3.1 Excellent Numeracy Skills. (A, E)</p> <p>3.2 Ability to use Information Technology packages (A, I)</p> <p>3.3 Be able to achieve set targets and deadlines. (A, I)</p> <p>3.4 Be able to manage the progress of your own work and competing demands. (A, I)</p>	<p>3.5 Demonstrate the ability to communicate with and control large numbers of people. (I)</p> <p>3.6 Be confident and assertive when occasion demands yet fully committed to the principles of excellent customer care. (A, I)</p>
<b>Personal Attributes</b>	<p>4.1 Commitment to deliver excellent standards of customer care. (A,I)</p> <p>4.2 Possess a polite, pleasant telephone manner. (I)</p> <p>4.3 Be able to work well both as an individual and as part of a team (A/I)</p>	
<b>Other</b>		

### Method of assessment (\* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre