

Casual Leisure Concierge

Varying hours

Grade 2 SCP 11 – 14 / £16,431 - £17,537 pro rata

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 for a highly motivated individual to join our Team at Newport Live as Leisure Concierge to assist with managing customer flow throughout our venues. Candidates must be smart and well presented with a friendly personality who enjoys interaction with members of the public.

You will need to be reliable and prepared to take on personal responsibility to ensure that our core organisational values of CARE, PASSION, TEAMWORK, INNOVATION, INSPIRATION and INCLUSIVITY are met. You will support the Centre Operations Team acting as the first point of contact for customers entering Newport Live Sites.

You will be the first point of contact for customers at the Facility, providing a welcoming "meet & greet" customer service, whilst promoting products and services – including memberships.

The successful applicants could be based at various facilities across Newport Live, including Newport International Sports Village and Active living Centre

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 Andrew Mort, or email Andrew.mort@newportlive.co.uk

Application Process

You can download an application form and job description via the Newport LIVE website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to 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.

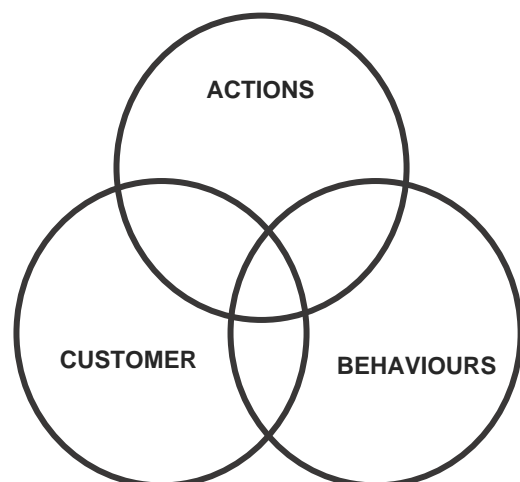
JOB DESCRIPTION

POST:	Leisure Concierge
JOB PURPOSE:	To help manage the reception and welcome areas at Newport Live venues ensuring our customer experience provides a welcoming and safe environment resulting in maximum enjoyment and repeat usage of venues.
RESPONSIBLE TO:	Venue Management Teams
SALARY:	Grade 2 SCP 11 – 14 / £16,431 - £17,537 pro rata
KEY RELATIONSHIPS:	Members of the public, Newport Live colleagues
BASE LOCATION:	Newport Live venues, including Newport International Sports Village, Newport Centre, Active Living Centre and the Riverfront Theatre.
MANAGEMENT RESPONSIBILITY:	None
WORKING HOURS/ PATTERN:	This post will require the post holder to work flexibly including early mornings, evenings and weekends on a regular basis.
TRAINING:	The post holder will be required to attend staff training programmes relevant to the post.

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** Carry out the duties of Leisure Concierge in accordance with the instructions contained in Newport Live policies and procedures.
- 2** Act as first point of contact to meet and greet customers entering the facilities, ensuring smooth flow and consistent organisation.
- 3** Assist Operations and Customer services team in checking in customers via Newport Live operating systems such as Gladstone 360 for activities including gym classes, swim sessions and swimming lessons.
- 4** Assist management in ensuring a high standard of venue presentation is provided for all users at all times.
- 5** 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.
- 6** Receive, record and arrange safe custody of lost property.
Ensure a high standard of accuracy and clarity when completing paperwork and assist with clerical duties as required.
- 7** Proactively promote Newport LIVE activities and upsell products and services wherever possible.
- 8** Assist at major functions as directed by the management team.
- 9** Play an important role in assisting the Operational Team during emergency situations such as evacuating the venue.

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.

LEISURE CONCIERGE – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.0 Possess a good level of general education. (A,I)</p> <p>1.1 Display a good standard of written and spoken English. (A,I)</p>	
Knowledge, Skills & Competencies	<p>2.0 Demonstrate good communication skills - both written and verbal. (A,I)</p> <p>2.1 Demonstrate the ability to communicate with and control large numbers of people. (I)</p> <p>2.2 Be confident and assertive when occasion demands, yet fully committed to the principles of excellent customer care. (I)</p>	
Experience	<p>3.0 Experience of working within a team, in order to achieve a shared goal. (A, I)</p>	
Personal Attributes	<p>4.0 Be able to work well both as an individual and as part of a team. (A,I)</p> <p>4.1 Possess an assertive and confident attitude towards work and customer service. (I)</p>	<p>4.1 Willingness and drive to take lead and use initiative in order to enhance process and ways of working.</p>
Other	<p>5.0 Be able to work varying shift patterns to include early mornings, evenings and weekends, be reliable and punctual. (A, I)</p>	

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

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview