

Job description

Job title	
Receptionist	
Team	All sites
Date prepared/ Revised by	10/03/2020
Post accountable to	Facilities Management Team
Post directly responsible for employees (number of workers)	Direct supervision: 0 Indirect supervision: 0
Main purpose	
Working under the direction of the management team, delivers all customer related services and assists with the general operation of the building.	
Key contacts	
Internal	Other employees, Councillors
External	Customers, suppliers
Main accountabilities	
<ul style="list-style-type: none"> • Facility operation and administration • Promotion and development of the facility's activities • Supervision and training of Human Resources 	
Standard accountability statements	
Health and safety	You are required to comply with Brimhams Active Ltd's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of Brimhams Active Ltd's Health and Safety Policy. Your safety responsibilities are shown on the Health, Safety Responsibility Statement (HSRS) issued with your contract of employment.
Equality and diversity	The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.
Learning and personal development	The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.

Data security	Brimhams Active Ltd staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the company.
Safeguarding policy and procedures	The post holder will adhere to all Brimhams Active Ltd Safeguarding policies and procedures.

Main duties and responsibilities

- When on duty, assumes full responsibility for customer related services and the safety and welfare of the customer and staff, including specified responsibilities in the event of an emergency.
- With the support of the Facility's Management, assists in the facilitation of a range of leisure based activities, courses, projects and events.
- Assists the Facility's Management with the management of catering and/or bar facilities where appropriate, including monitoring stock levels and re-ordering supplies.
- When on duty, assists the Facility's Management in the day to day administrative and financial operating procedures and functions.
- When on duty, liaises with the Facility's Management to ensure equipment is properly maintained and fit for customers and staff, prepares the building and adjoining areas for customers and staff, transports and erects equipment during changeovers.
- Responsible for stock control including inventories, issue security and supplies.
- Assists the Facility's Management in the day to day administration of the leisure facility, including banking of takings and compiling of management information.
- When on duty, responsible for all cash handling in accordance with company policies and procedures.
- Assists the Facility's Management in the management of all advanced hire, affiliated bookings, including the programming, centre records, accounts maintenance, sundry debtors. Assists the facility's management with the training and supervision of other employees. The post holder may be required to work at any of the council's recreational establishments and locations within the district. The demands of the service are such that the post holder may be required to work very irregular and unsociable hours. The post holder will be contracted for hours as required per week/month within the following times:
Monday to Sunday 8am - midnight
Monday to Sunday 6.30am – midnight