

WALES NATIONAL POOL SWANSEA LTD.

J O B D E S C R I P T I O N

TITLE:

Relief Receptionist
(Zero hours contract)

SALARY

Grade 1 £11.78 per hours

RESPONSIBLE TO:

Sports Manager/General Manager

OVERALL JOB PURPOSE

To assist in the efficient, effective and economic delivery of reception and booking services within the facility in order to fulfil the requirements of Wales National Pool Swansea (WNPS) and Swansea Bay Sports Park (SBSP). Under the direction of Managers, to ensure the service delivery is of the highest standard during all hours.

Receptionists will be required to work on a shift rota, which will include regular evening, weekend and Bank Holiday work. Your part time hours are in accordance with the rota attached.

MAIN DUTIES

1. To carry out a variety of reception and administration duties particularly in areas such as security, banking of cash, making and reconciliation of bookings etc. via computerised Leisure Management system.
2. To handle and control all incoming telephone calls, directing them as necessary, in a polite and efficient manner.
3. To handle web and email enquiries directing them as necessary, in a polite and efficient manner.
4. To handle money/sale of tickets and to receive and record bookings and memberships where applicable.
5. To provide control on the movement and safe passage of the general public through the Reception Area.
6. To check tickets/membership cards and to challenge unauthorised entrance to prevent inappropriate use of the facilities.
7. To actively promote the WNPS and SBSP Customer Policy and to integrate in their approach and delivery of services.
8. To provide guidance and assistance to all patrons and visitors to WNPS & SBSP and generally promote the facilities and their activities.

9. To liaise with groups of users, providing a supporting role to their activities and use of the facility.
10. To provide general administrative support at WNPS & SBSP as appropriate.
11. It is intended that all Receptionists will be multi-skilled and able to undertake a full a range of duties.
12. To undertake the personal Health and Safety responsibilities within the HASAWA Act 1974.
13. To adhere to Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs).
14. To assist in the development of Managerial Initiatives, e.g. Investors in People, Management Charter Initiative, Performance Management and Appraisal, Continuous Professional Development, etc.
15. To ensure that all activities are operated in accordance with Equal Opportunities' Legislation (Equalities Act 2010) and the WNPS and SBSP Equal Opportunities Policy.
16. Undertake such other duties and tasks appropriate to the grade and character of work as may reasonably be required. Therefore, the above list of responsibilities in this job description should not be regarded as exclusive or exhaustive.

Disclosure and Barring Service (DBS) -

This post due to its nature, duties and responsibilities, will be subject to a check by the Disclosure and Barring Service. The level of check will be an enhanced check. Should you have any queries in relation to this check by the DBS, please contact me.

You are also required to inform the Wales National Pool Swansea immediately if you are convicted of a criminal offence, after a DBS Application has been processed for you.

www.disclosure.gov.uk.

REVIEW DATE/RIGHT TO VARY:

This job description is as currently applies and will be reviewed regularly as part of a Personal Development Plan, and may be subject to other variance. You may be required to undertake other tasks that can be reasonably assigned to you which are within your capacity and grade.

NAME:.....

SIGNATURE:.....

DATE PREPARED/ISSUED: 17th July 2024

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PERSON SPECIFICATION

POST TITLE:	Relief Receptionist (Zero hours contract)	GRADE:	Grade 1 £11.78 Per hour
Role Criteria No. 1	Education, Qualifications & Training		
Essential	1. Candidates must have a good standard of education		
Desirable	1. Customer Care qualification 2. First aid at work qualification		
Evidence	All certificates to be provided at interview for validation		
Role Criteria No. 2	Skills/Technical/Professional Competence		
Essential	1. Candidates must be able to demonstrate a good level of competence in word processing and other relevant software packages.		
Desirable	1. Experience of using a Leisure Management System, ideally Gladstone. 2. Proven administrative skills related to Leisure/Sports Centres.		
Evidence	Demonstrated in application and at interview		
Role Criteria No. 3	Experience		
Essential	1. Candidates must have experience of working with members of the public in a customer orientated environment.		
Desirable	1. Experience of working in a busy reception environment. 2. Sales experience and in particular membership sales		
Evidence	Demonstrated in application and at interview		
Role Criteria No. 4	Competencies & Abilities		
Essential	Candidates must have the following key skills and abilities which will enable them to carry out their duties effectively:- 1. Excellent Customer Service skills 2. Excellent communications skills, written and verbal 3. Good interpersonal skills with the ability to develop and sustain relationships with a variety of people both internal and external to the organisation 4. The ability to organise, prioritise, and coordinate your workload 5. The ability to respond positively to change 6. Good degree of flexibility 7. The ability to work as part of the team 8. The ability to work calmly under pressure and manage converging priorities 9. Excellent time management skills		

	<p>10. The ability to plan and deal effectively with work pressures and meet deadlines when they arise</p> <p>11. Excellent IT skills</p> <p>12. Good analytical skills and the ability to problem solve</p> <p>13. The ability to exercise sound judgement and sensitivity when dealing with complaints and other sensitive matters</p> <p>14. Understand the principles of GDPR and apply to working practices</p> <p>15. Understand the principles of ensuring the safety of children and adults at risk.</p>
Desirable	<p>1. Ability to communicate in Welsh</p> <p>2. If required, have the ability to supervise others</p>
Evidence	At interview and in post
Role Criteria No. 5	COMMITMENT TO EQUAL OPPORTUNITIES
Essential	<p>Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and WNPS and SBSP Equal Opportunities Policy and Procedures. All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.</p>
Desirable	
Evidence	At interview and in post
SPECIAL REQUIREMENTS	<p>Shift working.</p> <p>This post requires an enhanced level of disclosure. The successful candidate will need to complete a DBS application for this level of disclosure.</p>

<p style="text-align: center;">DISCLOSURE AND BARRING SERVICE (DBS) DISCLOSURE CHECKS</p>

The Disclosure and Barring Service (DBS), an Executive Agency of the Home Office, provides wider access to criminal record information through its Disclosure service.

This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults. The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an application for the appropriate level of disclosure; the Wales National Pool Swansea will provide the relevant DBS Application Forms. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

Wales National Pool Swansea actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Wales National Pool Swansea. It will depend on the nature of the position and the circumstances and background of the offence.

Wales National Pool Swansea has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly. The DBS's Code of Practice; the Wales National Pool Swansea Policy on the Security of Confidential Disclosure information and; information on the Rehabilitation of Offenders Act 1974 is available from the Sports Manager for Human Resources.

Further information about the DBS can also be found at www.homeoffice.gov.uk/agencies-public-bodies/dbs/