

## 1 Advertisement

**Post Title: 2 x Part Time Weekday Receptionists**

**School/department:** Sussexsport

**Hours:** 10 hours per week, two posts available, Further requests for [flexible working](#) options will be considered (subject to business need).

**Contract:** Permanent

**Location:** Brighton United Kingdom

**Reference:** 21032 and 21033

**Salary:** starting at £22,630 to £23,662 per annum, pro rata if part time

**Placed on:** 26 June 2023

**Closing date:** 14 July 2023. Applications must be received by midnight of the closing date.

**Expected Interview date:** Week beginning the 24 July 2023

**Expected start date:** To be confirmed

- Sussexsport require two enthusiastic and self-motivated individuals to work on a rota basis during weekday evenings at our busy receptions located at either the Falmer Sports Complex and Sport Centre. **Hours of work would be between Monday to Friday evenings 5.30-10.30pm**
- The facilities are open both to the University and local community and therefore you will be expected to deal with a wide variety of enquiries both in person and over the telephone.
- The post will involve duties such as taking bookings and memberships, using a computerised till system, telephone enquiries and cashing up.
- Excellent customer service skills, a friendly outgoing personality and the ability to work well as part of a team are essential.

For any further information please contact Andy Stone ([a.d.stone@sussex.ac.uk](mailto:a.d.stone@sussex.ac.uk)) or Neil Linstrem ([N.J.Linstrem@sussex.ac.uk](mailto:N.J.Linstrem@sussex.ac.uk)) via email or via telephone on 01273 678228/877125

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. Senior leadership and management

The Vice-Chancellor is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Chief Operating Officer heads the Professional Services of the University. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Chief Operating Officer, and the Librarian reports to one of the Pro-Vice-Chancellors.

## 3. Sussexsport

Main Purpose: Why are we here?

***“To Enhance the student and staff experience through, physical activity”***

Vision: Where do we want to be in the future?

***“To be a leading South East University in our physical activity offer”***

### Facilities

Sussexsport is split between two sites on campus; The Sport Centre and the Falmer Sports Complex which are approximately half a mile apart.

The Sport Centre houses; 2 sports halls which cater for large number of indoor sports, a dance studio/dojo, 4 glass backed squash courts, a fitness room (incorporating spin bikes) and a therapy room which incorporates a sports injury clinic and a wide range of complimentary therapies.

The Falmer Sports Complex (FSC) is the location for our main fitness facilities including a free weights area and specialist strength and conditioning room. In addition the FSC is home to six outdoor tennis courts, 2 rugby pitches, 2 football pitches, a cricket square, a full size floodlit 3G pitch and artificial turf pitch and outdoor cricket nets. There is also a café bar and catering outlet.

### Usage

The facilities are predominantly used by staff and students on a pay and play and membership basis although Sussexsport has regular number of community users, particularly at evenings and weekends. The Service has also hosted local, regional and international events and recently staged the European Kendo championships. We have also

provided facilities for Brighton and Hove Albion FC, the Brighton Bears Basketball team and Sussex County Cricket Club

We now run popular children's camps in the Easter and summer vacations including sports such as basketball, netball, tennis and cricket.

During term time over 20 different university sports clubs use both venues for team training. The classes and course programme offers a wide variety of aerobics, dance and movement classes with over 50 sessions offered each week. In addition intra-mural and inter-area leagues and tournaments provide for opportunities for more casual and friendly involvement in sport for players who do not play for University team.

For further information visit our web pages: <http://www.sussex.ac.uk/sport/index.php>

#### Additional Information for applicants

Sussexsport offers a friendly working environment and has a strong commitment to staff development and training. The service has been awarded Investors in People for the last twenty years and has had gold accreditation. We also encourage all our staff to go about duties in a resource efficient way, trying to minimise the impact to the environment wherever possible. Applicants will need to have a strong commitment to working as part of focused and enthusiastic team. The successful applicant will be provided with a full induction programme which will cover the key aspects of the role including training on the services computerised booking system and till (SCUBA). Prior experience of using a computer would be advantageous.

#### **4. Job Description**

<b>Job Title:</b>	Sussexsport Receptionist
<b>Grade:</b>	G3
<b>School/Division:</b>	Sussexsport part of the Estates, Facilities and Commercial Services Division
<b>Location:</b>	Sport Centre and/or the Falmer Sports Complex
<b>Responsible to:</b>	<b>Senior Duty Manager</b>
<b>Direct reports:</b>	n/a
<b>Key contacts:</b>	Sussexsport Duty and Senior Managers

#### **Role description:**

To serve as an initial point of contact and link between students, staff members, internal departments, and external contacts. To assist colleagues in the provision of clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

#### **PRINCIPAL ACCOUNTABILITIES**

##### **In relation to a range of named services or processes, to:**

1. Support the successful delivery of the services or processes of Sussexsport through the effective co-ordination of activities, events and meetings
2. As directed assist in maintaining, publishing and disseminating information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To be a point of contact for service users in the effective and efficient delivery of services, enquiries and sales both in person and over the phone.
4. Provide support to team colleagues who are required to provide quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

## KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to.
    - Helping to ensure that timelines and resources are identified, realistic and achievable
    - Proactively raising issues arising in advance for discussion and resolution
    - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
    - To act as an ambassador for the service, with a focus on customer service, delivery, and sales
    - Responsible for the cashing up and reconciling of tills/floats and the daily banking of revenue taken
  2. Communicating effectively with all stakeholders
    - Publicising activities, events and meetings to all relevant staff, students, or external parties in an effective way
    - As directed, undertake the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible
    - Maintaining website pages (and/or other sources of information) to accurately reflect current activity in an engaging way
  3. Providing support, information and guidance to staff and students.
    - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
    - Referring staff, students and community users to procedures and processes when needed
  4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information, and contributing to the development of processes
  5. Creating and maintaining accurate information on activity that has taken place
    - Ensure comprehensive records and files for future reference are maintained
    - Providing usage and uptake reports as requested
    - Presenting data on attendance and usage in the requested format
- This role does not have any budget responsibility.
  - This role does not have any line management responsibility.
  - This role does not have any responsibilities for equipment or premises.



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- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

## **INDICATIVE PERFORMANCE CRITERIA**

### **PERSON SPECIFICATION**

#### **ESSENTIAL CRITERIA**

1. Good secondary education (see role-specific criteria below).
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team.
5. Competent IT skills to effectively manager own workload – MS Suite.
6. Willingness to wear appropriate uniform
7. Ability to work unsocial hours and do overtime where required

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Evidence of cash handling
2. Ability to work under pressure and multitask
3. Enthusiastic and outgoing personality

#### **DESIRABLE CRITERIA**

1. One years' experience in a similar role.

2. One years' experience working in a university or similar environment.
3. NVQ Level 2 or Equivalent in customer service
4. Willingness as part of the role to undertake level 2 training or equivalent in customer service

Date ...01/06/23.....



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**The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in science and engineering at Sussex.**