

1 Advertisement

Post Title: Part Time Weekend Receptionist

School/department: Sussexsport

Hours: 7.5 hours per week

Contract: Permanent

Reference: 9973

Salary: Pro rata starting at £20,761 to £21,197 per annum

Placed on: 16 November 2022

Closing date: 02 December 2022. Applications must be received by midnight of the closing date.

Expected Interview date: Week beginning the 12 December 2022

Expected start date: To be confirmed

- Sussexsport require an enthusiastic and self-motivated individual to work on a rota basis during the weekends at our busy receptions located at either the Falmer Sports Complex and Sport Centre.
- 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) or Neil Linstrem (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.

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



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computerised booking system and till (SCUBA). Prior experience of using a computer would be advantageous.

4. Job Description

Job Description for the post of :Receptionist P/T

Department	Estates and Facilities Management and Commercial Services
Section / Unit / School	Sussexsport
Location	Falmer Sports Complex and Sport Centre
Grade	2-
Responsible to	Senior Duty Managers
Responsible for	N/A

Purpose of the post

To provide front of house customer support and administrative duties at the Sport Centre or Falmer Sports Complex. **Some duties below may alter dependent on the site you work at and because of the part time nature of the role. We are keen that staff have the ability to work at both sites if required.**

Specific Duties:

1. Responsible for the cashing up, banking and recording of all till and service takings.
2. Deal with all enquiries and sales for existing and potential customers.
3. To provide a high level of customer care in line with service procedures.
4. Take internal and external bookings and provide information on facilities and services within Sussexsport.
5. Ensure classes and courses registers are prepared for the start of each term, to monitor course bookings, inform customers of any cancellations or changes to advertised programmes.
6. Responsible for taking and processing membership sales and applications plus carry out general admin. duties as required.
7. To update records as required on the Leisure Management Information System and university database including payment schedules for staff and public memberships..
8. Responsible for sales of sports equipment and sundries ensuring goods are coded, priced and displayed.

9. Responsible for checking all stock on arrival and keeping daily stock keeping records of all reception goods. To carry out annual stock take in August. To advise manager if stock needs re-ordering.
10. Keeping a check on various complex tokens and keys for lockers and the general building and completing the daily reception work sheet.
11. To assist with the processing of orders, invoices and filing where applicable
12. To have a knowledge of Excel spreadsheets and the ability to translate data into useable reports.
13. Updating reception folders to ensure reception service delivery are in line with standard operating procedures.
14. Willingness as part of the role to undertake level 2 training or equivalent in customer service
15. To undertake any further duties within the overall purpose and scope of the job as required by the Manager.

5. Person Specification

Person Specification for the post of:.....Receptionist P/T.....

SKILLS / ABILITIES

	Essential	Desirable
Good communicator both written and oral	Yes	
Ability to work under pressure	Yes	
Enthusiastic and outgoing personality	Yes	
Ability to use own initiative and problem solve	Yes	
Good time management skills	Yes	
Ability to work as part of a team	Yes	
Ability to learn new skills and knowledge through experience and training	Yes	

KNOWLEDGE

	Essential	Desirable
Basic Computer Skills	Yes	
Evidence of cash handling	Yes	
Understanding of Excel Spreadsheets		Yes

EXPERIENCE

	Essential	Desirable
Experience of dealing with customers on the telephone	Yes	



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Good knowledge of customer care principles	Yes	
Prior knowledge of computerised till systems and membership databases		Yes

QUALIFICATIONS

	Essential	Desirable
Maths qualification		Yes
First Aid qualification		Yes
NVQ Level 2 of equivalent in customer service		Yes

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Interest in Sport, health and fitness	Yes	
Willingness to wear appropriate uniform	Yes	
Attention to Detail/accuracy	Yes	
Ability to work unsocial hours and do overtime where required	Yes	

Date ...01/02/22.....

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.