

## 1 Advertisement

**Post Title: Receptionist**

**School/department:** Estates and Facilities Management, Sussexsport

**Hours:** Part time 7.5 hours. Requests for [flexible working](#) options will be considered (subject to business need). The hours to be covered are 9.30-6pm on Sundays, all year round

**Contract:** Permanent

**Reference:** 6675

**Salary:** starting at £17,901 to £19,209 per annum, pro rata

**Placed on:** 21 September 2021

**Closing date:** 13 October 2021. Applications must be received by midnight of the closing date.

**Expected start date:** tbc

- Sussexsport require an enthusiastic and self-motivated individual to work on a Sunday at our busy reception located at the Falmer Sports Complex.
- 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. Shift is 9.30-6pm at Falmer Sports Complex (FSC).

Please contact Neil Linstrem or Andrew Stone on [n.j.linstrem@sussex.ac.uk](mailto:n.j.linstrem@sussex.ac.uk) or [a.d.stone@sussex.ac.uk](mailto:a.d.stone@sussex.ac.uk) for informal enquiries.

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. The School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/sport/>

## 3. Job Description

Job Description for the post of: Receptionist

**Department:** Sussexsport

**Section/Unit/School:** Estates and Facilities Management

**Location:** Falmer Sports Complex

**Grade:** 2

**Responsible to:** Senior Duty Manager

**Responsible for:**

1. Responsible for the cashing up, banking and recording of all till and service takings.
2. Deal with all enquiries 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 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. Responsibility for petty cash tin and receipts at the Sport Centre only.
12. To assist with the processing of orders and invoices in the absence of the administrative secretary at the Sport Centre only.
13. To have a knowledge of Excel spreadsheets and the ability to translate data into useable reports.
14. Updating reception folders to ensure reception service delivery are in line with standard operating procedures.

15. Willingness as part of the role to undertake level 2 training or equivalent in customer service
16. To undertake any further duties within the overall purpose and scope of the job as required by the Manager.

#### 4. Person Specification

##### 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	
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	
DBS required	Yes	
Ability to work unsocial hours and do overtime where required	Yes	