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**Sports Receptionist  
Sports Development Service  
University of Stirling Campus  
Grade 3**

**Organisational Structure**Reports to: Duty Officer/PA & Directorate Office Manager

**The Role**

The role of Sports Receptionist is to provide an exemplary level of customer care to members, students, staff, community and campus visitors. The post holder will also support the administration of membership sales and programme delivery.

The role will require a friendly, well organised and engaging professional to deliver an exceptional front of house service, promoting participation and engagement across all University of Stirling Sport programmes and services.

**Additional Information/Special Conditions**

* A working pattern operates, and the nature of the duties will require the job holder to work early morning, evenings, weekends and bank holidays and a show willingness to work additional hours to cover holidays, sickness and large events
* The earliest shift starts at 5.30am and the latest shift ends at 10.30pm
* The full-time working week is an average of 36 hours per week over a three-week rota
* Sports Receptionists are normally expected to work two weekends in three
* The successful candidate will be expected to wear uniform
* Working patterns may be subject to change

**Key Duties & Responsibilities**

**Customer Support & Admissions**

* Greet all visitors to the centre, ensuring they are made welcome, ascertaining their requirements, assisting them with general information or passing them on to the appropriate person
* Check membership eligibility and status, resolving any restrictions to access promptly and professionally
* Answer the telephone and emails to ensure excellent customer care of all enquiries
* Issue items stored at reception related to the smooth operation of the service delivery i.e. keys (signed in and out), selling/hiring of sports equipment, lost property
* Act as the first point of contact in the case of complaints and feedback relating to departmental services and pass to the relevant staff member in line with policy and procedure
* Administer access for key partners and contractors through the facilities

**Enquires and Bookings**

* Receive, process and confirm bookings and reservations for all aspects of service delivery utilising the Leisure Management System
* Amend customer bookings and make cancellations, where appropriate, in accordance with department policies and procedures, and ensure all parties are informed of relevant changes
* Assist the Duty Officers with the day-to-day sports bookings and liaise with the appropriate personnel e.g. Sports Development Team, Fitness Officers.
* Maintain excellent customer service standards, with prompt responses to enquires and resolution of issues arising, in accordance with departmental policies and procedures

**Membership & Programming Sales**

* Ensure full knowledge and familiarity with all membership packages and programmes e.g. swimming lessons and tennis lessons
* Proactively promote University of Stirling Sport memberships to students, staff and the wider community, advising and touring prospective customers and encouraging sales
* Process membership sales, upgrades, and renewals via the Leisure Management System, ensuring all requisite date is accurately captured and recorded
* Provide updated and timely information on all aspects of the activity programmes and opportunities available to students, staff and the wider community
* Receive, process and confirm bookings for sports development programmes e.g. tennis lessons and swimming lessons

**Cash Handling & Financial Administration**

* Accept, record and process payments for activities, appointments, classes, courses and events via the Leisure Management System and in accordance with procedures and policies
* Reconcile takings at the close of each shift via the Leisure Management System and in accordance with policies and procedures
* Check and verify floats and takings, always ensuring security and traceability of cash at all times

**Reporting & Administration**

* Assist with the recording and administration of departmental hire of equipment and re-sale service, including counting stock, controlling deposits and accurately recording sales
* Administration and transfer of lost property
* Provide basic reports from the booking system, both in relation to daily financial processing and when requested by line manager or other senior colleagues
* Receive and distribute incoming post

**Departmental Support**

* Ensure the reception area and front desk remains clean, tidy and presentable at all times
* Undertake opening and closing tasks to prepare and close off the reception area
* Assist with major events to include University Open Days, Welcome Week and Graduation Ceremonies
* Provide assistance to deal with first aid incidents and emergencies by contacting the Duty Officer on shift
* Support with the Emergency Action Plan and carry out duties as outlined in the procedure
* Undertake any other duties as may be required by your line manager or other senior officer

**Personal Specification:**

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|  | **Essential** | **Desirable** |
| **Qualifications/**  **Education** | * Educated to GCSE level (or equivalent qualifications) or relevant experience | * Basic First Aid * Customer service qualification or certificate * Administration qualification |
| **Experience** | * Delivering excellent customer service and customer care * Working in a busy front of house/reception environment * Providing and processing information in respect of sales and sports programmes * Cash handling and reconciliation processes * Making decisions and using judgement and initiative to solve problems | * Experience working within the sports and leisure sector * Experience in a retail, hospitality, or sales environment |
| **Knowledge** | * The ability to use a wide range of IT packages and knowledge of an electronic Leisure Management System | * A basic knowledge and interest of the sport and leisure industry |
| **Skills** | * Excellent customer service skills * Effective verbal and written communication skills * Ability to communicate and interact with customers * Strong organisational skills * Ability to work calmly and professional when under pressure * Self-motivated with positive, can-do attitude * Maintain a professional image at all times * Problem solving skills * A strong ability to work using initiative * Ability to work within a team * Basic levels of computer literacy especially within Microsoft packages and leisure management systems | * Sales skills * Basic administrative skills |
| **Other** | * A flexible approach to working hours to meet business needs including evening, weekend and public holidays as required |  |