

Receptionist

Job Description

Organisation: The MegaCentre Rayleigh

Address: The MegaCentre Rayleigh, 7 Brook Road, Rayleigh, Essex, SS6 7UT

Tel: 01268 779100

Job Title: Receptionist

Responsible To: Reception and Services Manager

Job Purpose: The MegaCentre Rayleigh exists to bring joy, hope and life for the whole community. We offer support to young people, children and families, providing positive activity, holistic support and high quality community facilities.

You will be the first point of contact for customers and service users – greeting in person and speaking on the telephone – to ensure a high level of customer interaction and quality of service experience.

Main Responsibilities:

You will be responsible for working as part of the Reception team and ensuring efficient day-to-day operations including customer greeting, bookings, responding to enquiries and taking entry fees. In addition, you will provide wider support to the staff team of shift as needs arise.

Primary Working Relationships

Reception Team - You will be an active member of the Reception Team, working with receptionists and the Reception and Services Manager.

Wider Staff Team – You will work alongside the wider staff team of play workers, caterers, managers and community workers to assist in the ongoing delivery of the work of the MegaCentre.

Members of the Public – You will be the first point of contact for members of the public accessing facilities or contacting the organisation with responsibility to deal with enquires and bookings.

Core Tasks:

- Maintain a high profile presence at reception and a high level of interaction with party staff and customers.
- Respond quickly and efficiently to any complaints from staff or customers. Deliver excellent customer service and feedback any key issues to the Reception and Services Manager.
- To assist the Reception and Services Manager with the overall function of Reception, including customer services, deliveries, bookings and planning, and telephone enquiries, and ensure that an appropriate level of service is maintained together with a high level of customer satisfaction.
- To assist the Reception and Services Manager in implementing procedures, maintaining all operational standards, records, systems and financial procedures in accordance with instructions and regulations.
- Handle cash accurately and in a secure manner, including till transactions.
- Ensure a consistently high standard of cleanliness and maintenance in the Reception, and at front of house.
- Identify and report all matters that effect the operation of the centre in accordance with the staff hand book.
- Ensure any accidents to customers or staff are correctly recorded and that appropriate First Aid is administered, record any serious incidents correctly and notify the appropriate persons immediately.
- To supervise in any area of the facility as required.
- To work within and promote the community development ethos of the MegaCentre Rayleigh
- To carry out any other reasonable duties as requested by the CEO

Key Result Areas

1. To work enthusiastically at all tasks providing a high quality experience for customers and service users
2. To be punctual and arrive ready for work as per roster
3. To keep uniform smart and tidy, and wear name badge at all times.
4. To build good relationships with other team members and work collaboratively to achieve aims
5. To build good relationships with regular users and other members of the public
6. To follow all policies and procedures of the MegaCentre – e.g. Health and Safety, Safeguarding

Discretion to Act

The worker will have the authority to act within the parameters set by line management.

Environment

The MegaCentre Rayleigh is the trading name for the registered company 'Warehouse Centre Ltd'. Warehouse Centre Ltd is fully owned by the charity 'Active Christian Trust' (#1015452). These 2 entities work together to meet the aims stated under 'Job Purpose'. Colleagues may be employed by either the company or the trust, but all fulfil their roles in partnership and to the forwarding of the stated joint aims.

In Service Training

The person appointed will be expected to participate in In-service Training Modules and other learning opportunities as deemed appropriate by your line Manager, for which budgetary provision will be made.

Miscellaneous:

The Reception and Services Manager will be responsible for carrying out regular supervision sessions and work reviews with the post holder.

Person Specification – Receptionist

Experience & Skills

Essential

- Excellent customer service skills
- Proven planning, decision-making and organisational skills
- Proven communication skills – both verbally and in writing.
- Experience of working in a team
- Experience of face-to-face people work – e.g. customer service, community projects
- Ability to learn new skills quickly
- Understanding of and commitment to Equal Opportunities.
- Good standard of education to GCSE level (particularly Maths and English)

Desirable

- Customer Service Qualifications
- First Aid Training
- Knowledge of Health and Safety management.
- Knowledge of Safeguarding children and young people policy and procedures.

Attributes

- A confident and articulate individual able to communicate effectively with others
- A person who is sympathetic towards Christian values and is able to contribute actively to the aims, ethos and values of the MegaCentre Rayleigh.
- A person who is flexible over hours of work.
- A person who is able to work effectively as part of a team and under their own initiative.
- A person who acts with integrity and empathises with others.
- A person who is creative and can respond to issues as they arise.
- A person who has the ability to work under pressure and manage multiple tasks and projects.