

Reception Lead

The reception lead role is a key within The MegaCentre Rayleigh, ensuring our customers receive an exceptional experience from the moment they make an enquiry through to the moment they leave.

As the first point of contact for many of our customers, you will be responsible for delivering outstanding customer service across face-to-face, telephone and digital communication channels. You will support the smooth running of our daily operations, lead and motivate the Play Services team, and provide management cover across the whole building when required, including evenings and weekends.

This role requires someone who is energetic, approachable and passionate about memorable experiences for families, children and our wider community.

Key Responsibilities

Customer Experience & Front Desk

- Act as the main point of contact for all customer enquiries, providing a warm, friendly and professional welcome.
- Manage face-to-face enquiries, telephone calls, emails and online booking queries.
- Support customers with bookings, amendments, payments and general queries.
- Resolve customer concerns quickly and effectively, ensuring a positive outcome wherever possible.
- Ensure every customer interaction reflects the values and purpose of The MegaCentre Rayleigh.

Team Leadership & Support

- Support the Centre Manager in the day-to-day running of the department.
- Lead, motivate and support team members to deliver excellent customer experiences.
- Assist with team communication, training and maintaining high service standards.
- Provide guidance and support to team members during busy periods.
- Act as a positive role model, demonstrating enthusiasm, professionalism and teamwork.

Building Operations & Management Cover

- Provide management cover during periods of absence, including evenings, weekends and peak operational periods.
- Support the safe and effective running of all areas of the building when acting as Duty Manager.

- Coordinate with different departments to ensure excellent service delivery across The MegaCentre.
- Respond confidently to operational challenges, customer issues and unexpected situations.
- Complete required checks, handovers and operational tasks to support smooth daily operations.

Administration & Organisation

- Maintain accurate records and ensure customer information is handled correctly.
- Support booking administration and departmental organisation.
- Assist with monitoring customer feedback and identifying opportunities for improvement.
- Ensure communication between departments is clear and effective.

What we're looking for

Essential:

- Excellent customer service and communication skills.
- Strong organisational skills with the ability to prioritise workload effectively.
- Confident dealing with customers face-to-face, over the phone and via email.
- Ability to lead, motivate and support a team.
- Strong problem-solving skills with a calm and positive approach.
- Ability to work flexibly, including evenings, weekends and during busy periods.
- A fun, energetic and engaging personality with a passion for creating great experiences.

Desirable:

- Previous experience in a customer-facing supervisory or leadership role.
- Experience working within leisure, hospitality, family entertainment or attractions.
- Experience managing teams or acting as a duty manager.
- Knowledge of booking systems and customer management systems.

Job Details

- Full-Time Position (40 hours)
- **Salary £28,000**
- Staff benefits available
- Training and development opportunities provide

To apply, please send your CV and a short cover note to recruitment@megacentrerayleigh.co.uk outlining your experience and suitability for the role.