

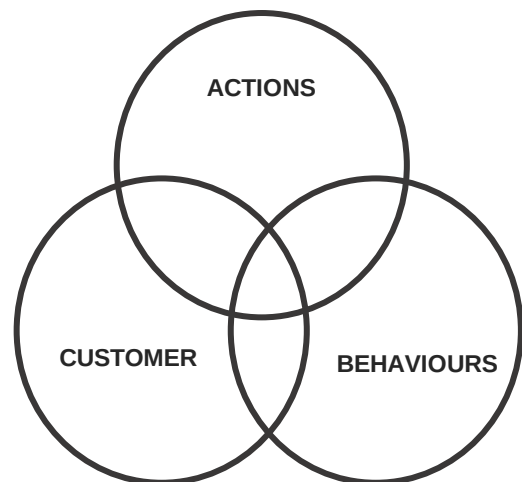
JOB DESCRIPTION

POST:	Receptionist
JOB PURPOSE:	Providing a high quality, courteous, and customer-focused service as the first point of contact for all those visiting Newport Live
RESPONSIBLE TO:	General Manager / Assistant Manager
SALARY:	Grade 2 (SCP 11-14)
KEY RELATIONSHIPS:	Members of the public, General Manager, Assistant Manager, Leisure Operations Officers and Duty Managers, all Newport Live Colleagues
BASE LOCATION:	All Newport Live sites
MANAGEMENT RESPONSIBILITY:	None

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



MAIN RESPONSIBILITIES:

- 1 Efficient operation of all reception desk services, including interaction with customers be it face-to-face, on the telephone or via email
- 2 Provide a high level of customer service to achieve customer retention
- 3 Accurate operation of multiple IT systems, including telephony, Point of Sale, Box Office Booking, databases, and other online applications, in line with policies and procedures
- 4 Assist in the promotion of the venue and products by responding positively to all customer enquiries to encourage sales and repeat custom

- 5** Proactively promote Newport Live activities to upsell products and services wherever possible
- 6** Taking payment from and issuing appropriate tickets to customers and visitors
- 7** Check and balance all monies taken on shift, assisting with preparation of money and appropriate paperwork for banking
- 8** Completion of paperwork and assistance with required clerical duties to a high standard of accuracy and clarity
- 9** Ensure Reception and foyer areas are always clean and well presented
- 10** Ensure that all displays are kept fully stocked with current, appropriate marketing materials and information
- 11** Receive, record, and arrange safe custody of lost property
- 12** Assist at major functions being held on site as required
- 13** Take an important role in assisting the Operational Team during emergency situations that may occur, such as site evacuations
- 14** Undertake any other duties, commensurate with the grade of the role as required

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this role may vary from time to time without changing the general character of the role or level of responsibility entailed.

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

**PERSON SPECIFICATION
RECEPTIONIST**

Area	Essential	Beneficial
Qualifications	1.1 Possess 5 GCSE (Grades A – G) or equivalent (A)	1.2 Any IT related training or qualifications (A, C)
Knowledge, Skills & Competencies	2.1 Knowledge of Customer Service Operations (A, I) 2.2 Confident using IT (A, I) 2.3 Excellent Numeracy Skills (A, E) 2.4 Capable of managing progress of own workload; effectively prioritising competing demands (A, I)	2.5 Confident in effectively communicating with and controlling large numbers of people (I)
Experience	3.1 Working in a busy customer facing role (A, I) 3.2 Cash handling in a busy service environment (A, I) 3.3 Use of telephony systems (A, I) 3.4 Successfully achieving set targets and deadlines (A, I)	3.5 Sales and upselling of products and/or services (A, I) 3.6 Using Point of Sale systems (A, E)
Personal Attributes	4.1 Dedicated to delivery of excellent standards of customer care (A, I) 4.2 Have a polite and friendly approach (in person, on the telephone and over email) (I) 4.3 Comfortable working without constant supervision whilst being part of a close-knit team (A, I)	4.4 Have confidence to be assertive when required, whilst remaining fully committed to the principles of excellent customer care (A, I)
Other		5.1 Ability to communicate in Welsh (A, I)

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)
C: Certificate
E: Exercise
I: Interview
P: Presentation
T: Test