

Receptionist

Responsible to: Reception Manager.

Responsible for: N/A.

Hours of Work: 0 hours contract, worked on a rota basis, including evenings, weekends, and public holidays.

Work Location: Hampton Pool, High Street, Hampton, TW12 2ST. Although may be required to work at any YMCA St Paul's Group location.

Job Purpose

Based at our reception at Hampton Pool, this role will be the first point of contact for anyone coming to our centre and will be responding to a range of queries, providing information and holistic advice.

The post holder will deliver a consistent high-quality customer service, providing an excellent service experience for everyone they come into contact with.

This critical role is incredibly varied. Amongst the usual reception type duties such as welcoming and checking in customers, providing a telephone switchboard service for the centre, sorting post and processing payments, this role also plays a key part in keeping the building safe.

The role will involve operating our computer systems, assisting customers with bookings, providing information on and upselling the services we offer throughout the year.

Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and are able to be their authentic selves.

Duties and Responsibilities

General Duties (all sites)

- Welcome all persons arriving at the building, providing information on services/ facilities available and pass enquiries on to other staff as appropriate.
- Ensure only those with authority gain access to the building by monitoring the entry to and exit from the building and ensuring contractors and visitors are signed in/out.
- Operate all the relevant IT systems being used (including but not limited to: Gladstone, GoLearn, Jira, telephones etc).
- Receive, sort, and distribute post and other deliveries.
- Follow cashing up procedure throughout the shift and do cashing up prior to shift ending.

- Liaise with bodies such as police and other emergency services on arrival at the centre as necessary.
- Work with cross-departmental staff to provide a smooth-running front of house service.
- Ensure that all information displayed in reception is up to date, appropriate, well stocked and well presented (including posters and promotional leaflets).

Health and Safety Duties (all sites)

- Ensure that Health and Safety standards are maintained. Report all infringements relating to Health and Safety or Fire Regulations immediately or as soon as it is practicable.
- Assist and manage any emergency evacuations of the building and call for assistance from the emergency services where needed.
- Ensure that safeguarding processes and procedures are adhered to and to report any concerns.
- Accurately record all incidents witnessed and/ or responded to during the shift and prepare reports as required.

Community Services Duties

- Booking classes for the Health & Wellbeing members on the system and take payments.
- Maintain accurate receipting and accounting of all monies and credit transactions taken whilst on duty by processing bookings and payment transactions for the Centre including (but not limited to) membership, classes, fitness, sports and childcare activities.
- Respond to customers and members of the public enquiring about centre services, including (but not limited to) gym membership, sports activities, events, functions, child and young people activities, provide them with rates and show them the centre facilities.
- Respond to queries, suggestions and complaints from customers and members of the public following organisation process, referring to a manager as necessary.
- Inform sales/membership team of any membership queries that require follow up including any walk-in enquiries that require following up the next day.
- Seek feedback from members and customers and ensuring we deliver excellent Customer Care within the guidelines and mission of the YMCA.

General

- Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet.
- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- Undertake any other duties as requested by line manager.

Person Specification / Key Competences

Essential

- At least one-year experience in a customer service role.
- An aptitude for learning and a desire to provide an excellent service to our customers.

Desirable

- An understanding of the YMCA, Hampton Pool and its services.
- Experience of providing support to people with a variety of needs.
- Hold or willing to work towards being a qualified First Aid Appointed Person.
- Experience of working with vulnerable groups of people.
- Experience of working in a leisure environment providing a service to the public and customer care experience.
- Experience of working at a public facing reception.
- Experience of cash handling, credit card transactions, reconciling tills or other online payments.
- Experience of handling of emergency situations and working with emergency services.

Additional requirements

- Able to work unsocial hours, including evenings, weekends, and public holidays.
- Able to travel to different YMCA sites.

Salary

- £12 per hour.

Hours of Work

- 0 hour contract, worked on a rota basis, including evenings, weekends, and public holidays.

Annual leave

- Commencing at 25 days per annum plus public holidays (for five days per week workers; otherwise pro-rata).

Conditions of Appointment

- Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom.

Probation Period

- Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

Continuity of Service

- For those already employed within the YMCA Federation, continuity of service will be recognised.

Notice Period

- One week during the probationary period and then a minimum of one calendar month.

Pension

- Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

- Free use of the Health and Fitness facilities and a staff discount in restaurants.