

Job Description for the Post of Receptionist (Ref: HLS08/10)

1. **General Details**

Job Title: Receptionist
Location: Hospitality & Leisure Services
Normal workbase: Stoke Campus
Tenure: Permanent
Salary: Grade 2 currently £14,099 - £14,867 per annum pro-rata

2. **Job Purpose**

To assist in the provision of an efficient, high quality service for students, staff and the general public at the Sports Centre

3. **Relationships**

Responsible to: Assistant Manager / Senior Recreation Stewards

4. **Main Activities**

- § To act as the first point of contact for users of the Centre
- § Taking bookings, issuing tickets and receipt of revenue from activities
- § Counting and recording of monetary receipts
- § Dealing with enquires from members of the public both in person and over the phone
- § The issue and stock control of 'Goods for Resale'
- § To help maintain notice boards throughout the centre
- § To type letters, notices and use the photocopier in the absence of the Administration Assistant
- § In the event of an emergency, assist with the evacuation of the centre in accordance with procedures
- § To project the centre at every opportunity through good Customer Care

5. **Person Sought**

Essential Criteria

- § Previous customer service experience
- § Basic computer skills
- § Knowledge of First Aid
- § Demonstrate a high degree of initiative
- § Flexible and conscientious approach to work
- § Willing to undergo training
- § Good interpersonal skills
- § Good verbal and written communication skills
- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable Criteria

- § Attended the First Aid at Work course (4 day)
- § Previous experience of working in a sports centre
- § Previous reception work experience

6. Special Conditions

This is a permanent, part-time post.

The service operates an extended day over a seven day week. A standard working pattern will be agreed with the postholder to cover the varying demands during term time and vacation periods. It is intended that the hours of work will fall Monday to Friday between the hours of 5.15pm and 10.30pm.

Hours are to be worked over a 2 week rota (2 or 3 evenings per week) and will average out as 11.88 hours per week (or 23.75 hours over 2 weeks).

There may be a requirement for the postholder to work additional hours according to the needs of the Service.

The postholder will be required to undertake relevant training in order to meet the developing demands of the Service. In particular, specific training in relation to the operation of the computerised booking system, manual handling, fire safety and first aid will be necessary

The University operates a No Smoking policy.

Date Job Description Revised

March 2009

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 2 APRIL 2009

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live or Work in the UK

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society/giro account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1st August 2007 onwards:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday
Easter Monday
May Day
Spring Bank Holiday Monday
Late Summer Bank Holiday Monday
Christmas Day to New Year's Day (inclusive)

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.