



*The original redbrick
university and a member
of the Russell Group*

Professional Services

RECEPTIONIST

Area: Directorate of People and Services, Facilities, Residential and Commercial Services, Department of Sport Liverpool

Job Ref: 083247

Location: Sports & Fitness Centre

Grade: 3

Salary: £21,543 - £23,699 pa (pro rata)

Working Hours: Part Time (17.5 hours per week)

Tenure: Permanent



*Outstanding development
opportunities through
our Academy*

Online application > Shortlisting > Interview Process > Job Offer



*Campus located in
the heart of the vibrant
city of Liverpool with
excellent facilities*





About the Role



Role overview and University context:

To provide a wide range of reception duties, point-of-sale, and clerical support within a busy Sports & Fitness Centre environment offering the highest standards of professional customer care to all visitors and colleagues alike.

Responsibilities:

- To provide an efficient and effective, customer focussed reception service, managing all point-of-sale (POS) transactions while on duty
- To undertake reception duties including taking bookings, cash/credit-card handling/reconciliation, processing of memberships, Direct Debit payments, classes and courses registration
- To serve as a key point of contact, interacting in a professional manner with colleagues, internal and external customers
- To organise all point of sale/clerical office operations and aspects of own work, ensuring records are maintained accurately and procedures are implemented in a timely fashion
- To ensure that all customer queries are dealt with and processed efficiently and effectively
- To complete day-to-day activities to a very high standard, such as maintaining the membership/bookings database, basic filing, record keeping, processing routines, communications etc
- To support all service and business development initiatives by participating with colleagues in suggesting and implementing operational improvements
- The provision of clerical support to specified members of the department
- To deal with incoming and outgoing hard copy and electronic mail and all general enquiries
- To maintain filing systems and other office procedures
- To maintain appropriate stationery requirements
- To maintain reception/office diaries and provide appropriate cover for absences due to holidays, sickness and other unforeseen events
- Act as the main contact with both internal and external customers
- To regularly liaise with suppliers and contractors placing equipment / supplies orders
- To play a part in helping the departmental meet targets and service standards etc



About the Role



- To carry out any other duties commensurate with the grade which may be required from time-to-time
- To comply with all statutory and University health and safety requirements and to act responsibly in maintaining a safe working environment for self and colleagues
- To communicate and explain the department's wider policies to users across the University, acting as a channel for feedback from all users
- To follow the normal operating procedures and emergency action plan as well as other policies and guidelines that the department may introduce from time to time

Duties:

- To carry out all point-of-sale (POS) activities at the Sports & Fitness Centre and provide clerical support for office operations at the satellite Sports Grounds facility, maintaining high levels of customer service and communication
- To work on reception and within office environments, dealing with customers in person, by telephone and email, processing memberships, booking enquiries/confirmations & invoices, classes/courses applications, cash/receipt handling, daily takings reconciliation and reporting
- To operate a computerised cash register, membership access control and on-line electronic bookings system at the POS and back-office database management
- To carry out regular POS, foyer area, office and equipment checks, to ensure that everything is in proper safe working order and complete all the necessary documentation, reporting any faults or defects to a supervisor, so that repairs/maintenance can be carried out as quickly as possible
- To follow the correct procedure for dealing with all customer enquiries and complaints etc. including, recording and passing on all appropriate information, reporting on any action taken and/or needed to resolve given situations
- To play a support role in initiating and supporting wider marketing initiatives including data feedback analysis and reporting



About the Role



- To cover as necessary for absent colleagues due to holidays, sickness and other unforeseen circumstances.
- To undertake regular in-house and/or externally supported training and keep yourself up-to-date with all relevant developments, so that the department can easily adapt to and maintain continuous improvement
- To assist with the training and development of all POS support staff
- To deal with telephone enquiries and voicemail messages in a pleasant, professional and efficient manner
- To issue certain keys to staff and customers and maintain associated administration processes
- To actively encourage membership take-up and retention, processing new membership applications and monthly renewals, whilst ensuring that all database details are fully maintained and secure
- To work as a team player supporting wider service and business initiatives
- This list is by no means exhaustive and may be reviewed from time to time due to customer demands and other constraints in consultation with all parties concerned
- Undertake other duties commensurate with the grade as required.

Skills & Knowledge:

- Apply an independent approach to problem solving, with an excellent working knowledge and experience of a variety of administrative systems and practices, backed up where appropriate with formal qualifications
- Experience and knowledge of basic office procedures, working knowledge of procedures operating in own area, willingness to undertake appropriate training
- Highly self-motivated and used to working within a customer service - oriented environment
- Excellent verbal and written communication skills, able to interact with people at all levels
- Ability to work under pressure within a busy and at times, noisy environment, without it adversely affecting your ability to maintain full professionalism, concentration and attention to detail
- Ability to calmly deal with and control individuals/crowds issuing clear concise instructions to colleagues and others as necessary



About the Role



- Ability to deal with customers in a courteous, orderly and helpful manner
- Computer literate, possession of basic computer skills, utilising software including: MS Word, Excel and other relevant dedicated leisure industry database packages, Web and University Intranet
- POS operatives and clerical support employees are required to have sufficient knowledge and/or expertise to work without direct/continuous reference to or supervision by others
- Dependable, punctual, reliable and consistently producing high quality / quantity of work
- Fast accurate worker
- Ability to work unsocial hours as and when required, and to cover for absent colleagues at short notice
- Being adaptable in work practices to improve operational performance
- Professional, personable and enthusiastic approach
- Ability to work in a team and on own initiative
- Able and willing to undertake further training and quick to learn
- Possess the necessary skills, knowledge and experience required for the job and the ability to use these attributes to discharge their role effectively and efficiently
- Ability to prioritise workload, to reach decisions quickly and meet set deadlines
- Ability to handle confidential matters appropriately

Additional requirements:

Manual Handling

The post involves bending, stretching and the manual handling of loads up to 15kg. A system to control the risks is in place. The appointee will be required to complete a health questionnaire. Appointment will be subject to Occupational Health screening.



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About the Role



In addition to the above, all University of Liverpool staff are required to:

- Adhere to all University policies and procedures, completing all obligatory training and induction modules, including Equality & Diversity and Health & Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Participate in the University's Professional Development Review scheme and take a proactive approach to own professional development.
- Demonstrate customer service excellence in dealing with all stakeholders.
- Embody and uphold the University's Vision and Values.



About You



Essential Criteria		Desirable Criteria
Experience		
1.1	Experience working in a busy customer service - front of house environment	Experience of working in HE environment
1.2	Experience maintaining and operating office systems	Experience of working within the leisure industry
1.3	Experience with point-of-sale (POS) cash handling	Experience of maintaining and using EPOS database
1.4	Experience with point-of-sale (POS) processing credit card payments	
1.5	Experience processing membership applications and Direct Debit transactions	
1.6	Experience of dealing with customer enquiries in a professional and sensitive manner	
Education, Qualifications and Training		
2.1	3 GCSEs at Grade C or above (or equivalent) including English Language and maths	Administration NVQ Level II or equivalent
2.2		Attended customer service training course(s)
2.3		Customer Service /liaison Certificate
Skills, General and Special Knowledge		
3.1	Good range of reception skills within customer-focused environment	Familiar with and worked within 'Quest' accredited environment
3.2	Excellent verbal and written communication skills	Knowledge of Health and Safety especially NOP and EAP
3.3	Excellent numerical skills	Gathering statistics, basic data analysis and reporting
3.4	Computer literate and used to operating dedicated POS software	Experience of filing and record keeping
3.5	Well organised, able to multi-task and prioritise workloads	



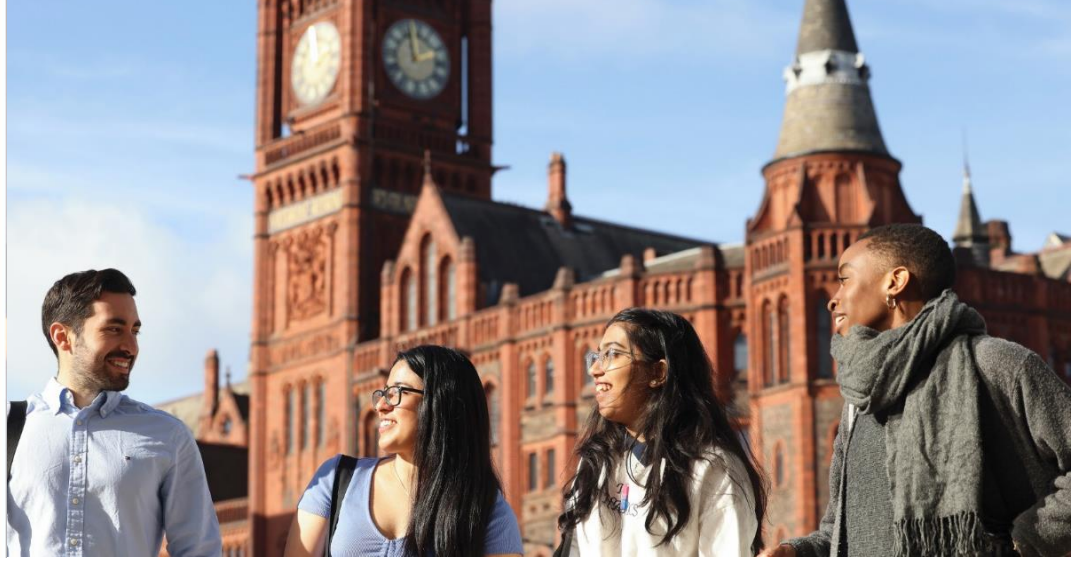
About You



3.6	Ability to handle confidential matters efficiently and effectively	
3.7	Good working knowledge of office operations and experience in supporting this role	
Personal Attributes and Circumstances		
4.1	Positive approach, enthusiastic, highly self-motivated and well presented	
4.2	Adaptable and flexible approach to all aspects of work	
4.3	Dependable, reliable and punctual	
4.4	Able to provide a consistently high standard of work and operating within a diverse customer service environment	
4.5	Able to work well using own initiative and part of a team	
4.6	Willing to have further training to develop career path	



About Us



Established in 1881, we are an internationally renowned Russell Group university recognised for our high-quality teaching and research. We are consistently ranked as one of the best Universities both nationally and globally, and the majority of our research is rated world leading or internationally excellent. Find out more [here](#).

Our Areas

When you work at the University of Liverpool you are more than just your job role. You are a crucial part of our mission to improve lives on a local, national and international scale. Click on the relevant links below for more information on area you will be working in.

[Department of Facilities, Residential & Commercial Services](#) – [Sport Liverpool](#).

Why Work Here

We recognise, appreciate and celebrate the incredible work our staff do every day. As well as generous terms and conditions, we offer a range of enviable benefits and provide support for colleague's wellbeing and development. Discover more [here](#).

Moving from abroad

As a global institute, we welcome applicants from all nationalities, moving from a different country can be challenging and we would like to help as much as we can, we have put together some information on eligibility to work documentation, accommodation, schools, healthcare, life in Liverpool and the UK as well as other practical information. Discover more [here](#).

Our Staff

Whether it be their friendly colleagues, supportive managers or our outstanding facilities, our staff can explain better than anyone what it is like to work for us and why they enjoy their role. See what they have to say [here](#).



How to Apply



The University of Liverpool is committed to being an inclusive employer. We welcome applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith or disability.

Contacting us

Shortlisting and interview arrangements are the responsibility of the recruiting department. Please call Greg Martin on 0151 795 7541 or email: greg.martin@liverpool.ac.uk.

Application process

Our e-recruitment system enables you to register for an online account, where you can view, copy and edit your applications. Set up your account [here](#).

Once you submit your application you will receive an automatic email acknowledgment. You can view your application any time by clicking into the application history section of your account.

Job Description

After the closing date this job description will be removed from our website. Should you wish to refer to this information at a later date please ensure you save a copy of this document.

Right to work

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. The UKVI have an interactive tool allowing you to immediately see if vacancies are eligible for a Skilled Worker visa. You will need to know the SOC code for the role, our most used SOC codes can be found [here](#), if none of these apply to this role, there are more codes on the eligibility checker. The skilled worker eligibility checker can be found on [GOV.UK](https://www.gov.uk).



How to Apply



Disabilities and alternative formats

If you have any other requirements which will help you access the application or interview process or employment opportunities at the University, or if you require copies of documentation in alternative formats, please email: jobs@liverpool.ac.uk or telephone 0151 794 6771.

Outcome of your application

The recruiting department will endeavour to respond to each application. However, if you have not heard within six weeks of the closing date, please take it that your application has not been successful on this occasion.

