

## PART 1 – TO BE COMPLETED FOR ALL ROLES

<b>[EN]GAGE Receptionist</b>	
<b>Role Description</b>	

<b>Grade &amp; Salary:</b>	Grade 2
<b>Campus Location:</b>	Sighthill
<b>Line Manager:</b>	[En] gage Supervisor
<b>Line Management Responsibility for:</b>	None
<b>Organisational Structure:</b>	Attached
<b>Role Summary:</b>	<p>Within Property &amp; Facilities, the [EN]GAGE Sports Services contributes to the development, implementation and monitoring of the University's sports facilities and services through the day-to-day management of the University's [EN]GAGE Sports Centre, external contracts and associated fitness and wellbeing programmes. It is vital that all customers experience a first class friendly &amp; professional service from initial enquiry, either by phone, or in person at the [EN]GAGE reception.</p> <p>[EN]GAGE Receptionists contribute to these objectives by providing a customer friendly and responsive reception service to Sports Centre visitors and enquirers.</p>

### Main Duties and Responsibilities

➤	Following procedures to ensure that highest standard of customer interactions through providing information, support and advice to visitors and enquirers who contact the [EN]GAGE Sports Centre face-to-face, via the telephone or by e-mail all customer interaction should be delivered In line with customer service excellence guidelines
➤	Dealing with membership enquiries and bookings, and updating the [EN]GAGE sports centre management system accordingly;
➤	Dealing with general enquiries from staff, students and members;
➤	Directing enquirers to promotional material relevant to the Sports Services whether printed or on-line;
➤	Handling cash transactions including till operation and cashing up at the end/start of each shift;
➤	Adhere to the duties sheet & procedures to ensure that the reception area exhibits a high standard of cleanliness, safety and hygiene.

➤	Responsible for identifying, initial action and reporting any maintenance, health & safety issues or breaches of code of conduct to the management team.
➤	To actively promote and sell [EN]GAGE offering, including all services, classes and memberships.
➤	Undertaking administrative tasks such as word processing, photocopying, distribution of mail and bulk mail-runs for the [EN]GAGE Sports Centre team;
➤	Monitoring and updating the [EN]GAGE social media accounts
➤	To provide first aid support in line with university first aid and AED policy
➤	Maintaining stationary/photocopy supplies;
➤	Participating in the University's Personal Development Review scheme;
➤	To undertake any other relevant duties as may be requested by the Sports Centre Management Team.
➤	Work in line with the University's Values Statement which sets out to ensure that the University will be recognised as one which is professional, ambitious, innovative and inclusive. That in our dealings with others we will act with respect and integrity and that we will create an environment in which everyone involved with the university feels proud, confident, challenged and supported.

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## Person Specification

Attributes	Essential Requirements	Desirable Requirements
<b>Education/Qualifications</b>	Educated to standard grade or equivalent, or equivalent demonstrable experience.	SVQ Customer Services or related Standard Grade or equivalent in English  An accreditation in CIMPSPA (Chartered Institute for the Management of Sport and Physical Activity)
<b>Experience</b>	Office/reception experience in a customer focussed environment  An interest in sports/fitness  Demonstrated cash handling experience	Experience of using databases/systems  Experience working in a sales environment
<b>Skills/Personal Requirements</b>	Ability to organise own workload  Excellent customer service skills  Good communication and interpersonal skills  Reliable, flexible and adaptable  Evening and weekend working  Flexible approach to working additional shifts to cover holiday and sickness when required  Attention to detail  Self motivating with the ability to use initiative  Ability to work well in a team  Good Microsoft Office skills  The ability to multi task and prioritise own workload	Knowledge of spreadsheets and database packages  Ability to update webpages  Till operation  First aid qualification

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