

## Job Description

### Receptionist Kent Sport

<b>Salary:</b>	Grade 3
<b>Contract:</b>	Part time, 30 hours, ongoing, Monday to Sunday, 5/7 on a rota basis
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Reception Manager
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

Kent Sport is the department responsible for physical activity and wellbeing at the University of Kent. The department supports students, University staff and members of the public who access our facilities and services on the Canterbury Campus.

You will provide a professional presence at the front line of Kent Sport and act as the first point of contact for circa 12,500 members.

You will undertake a range of associated administrative responsibilities and ensure the smooth flow of customers throughout the centre. Providing a high-quality service to all users of the sports facilities and give the best possible impression of Kent Sport and the University, ensuring their query and visit is successfully managed.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Act as the first point of contact for our students, staff, public members, and visitors. Ensure the first impression of Kent Sport and of the university is welcoming and memorable.
- Process sports facility bookings as appropriate, ensuring members have all the information they need. Proactively deal with any issues members may have. Use the Leisure Management System to make reservations, check availability, process memberships and update customer records.
- Undertake a range of tasks to facilitate the smooth running of the department and assist in the effective day-to-day administration, working proactively to deliver assigned tasks without prompting.
- Request and process information and data of a confidential or sensitive nature ensuring records are accurately collated and maintained in line with university procedures and GDPR regulations.
- Support in promoting Kent Sport facilities, memberships and offers. Confidently promote, sell, and process a wide range of Kent Sport memberships to students, staff and members of the public. Keeping up to date with membership options/pricing and ensure you give out the correct information regarding activities, sports clubs, and sessions
- Contribute positively towards Kent Sport vision and strategy and ensure reception operating standards are adhered to.
- Provide clerical support to maintain administration of the Kent Sport Physiotherapy Clinic alongside general administration in support of the Reception Manager and the Head of Operations & Facilities. This may include tasks in support of events and initiatives for our students/staff and further stakeholders, such as the organisation of team events, university open days, managing attendance lists and printing/ collating event materials.

- Provide excellent customer service to all visitors.
- Assist with the maintenance of the shared/corporate email boxes and accessing membership/booking information from Kent Sport's leisure management system (XN). Full training will be provided.
- The role holder is expected to demonstrate a commitment to equality, diversity and inclusion, promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Be familiar with all aspects regarding the running of the centre to pass on accurate, consistent and relevant information. Ensure accuracy when completing tasks and producing documents.
- Use email and other electronic communications to deal with a range of booking queries, fielding more complex queries on to the relevant section in a timely fashion.
- Confidently lead tours of the sports facilities to prospective students/members when necessary.
- Work within university's health and safety policy to ensure a safe working environment for students, staff, and visitors.
- To have responsibility for your reception terminal ensuring that all transactions are accurately processed on the front of house leisure management system and balance with the payments taken through the card payment machine. All variances must be investigated and reported to the line manager.
- Complete tasks with a high degree of accuracy i.e., inputting data using Excel, LMS and Practice Pal.
- Use discretion, knowing when to resolve and when to escalate tasks or enquiries.
- Effectively manage multiple requests dealing with stakeholders professionally and politely, performing routine tasks to the required time and quality standards.

## Facts & figures

Kent Sport has an annual turnover of £1.5M and currently has over 12,500 registered members.

### Internal & external relationships

**Internal:** Staff at all levels of the university, Students, Kent Union, Sports Clubs and Societies, Kent Hospitality, Colleagues within other university Schools and Departments.

**External:** Kent Sport Members, British Universities & College Sport (BUCS), Visitors, Interviewees, Contractors, Conference and Event Delegates.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Requirement to work evenings and weekends.

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Educated to GCSE level (Grade C/Level 4) or equivalent in Maths and English (A)
- Experience of working in a busy customer facing environment dealing with pressured situations (A, I)
- Experience and a good working knowledge of Microsoft Outlook, Excel, Word, and Teams (A, I)
- Aptitude to use a variety of software systems(A)
- Excellent interpersonal and communication skills to deal confidently and politely with customers at all levels on the telephone, face to face and by email (A, I)
- Ability to deal with difficult/emotional customers, escalating as appropriate (A, I)
- Ability to promote and sell Kent Sport facilities and memberships(I)
- A flexible and adaptable approach to work (A, I)
- Ability to work closely with colleagues as part of a team (A, I)
- Commitment to achieving high standards of customer service/experience (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience (I)
- Commitment to deliver and promote equality, diversity, and inclusivity in the day-to-day work of the role(I)

### Desirable Criteria:

- A formal qualification relating to customer service (A, I)
- Experience of working in Higher Education (A, I)
- Previous experience of working in the leisure industry and using a Leisure Management System (A, I)
- Familiarity with University of Kent policies, procedures, and practices (A, I)
- All around interest in Sport, Health, and Fitness(I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*