



North East Derbyshire District Council

Post: Casual Receptionist

- Salary/Grade: Grade 4 - £18,426 to £19,171 per annum pro-rata
- Hours/Days: Various
- Permanent
- Location: Sharley Park Leisure Centre, Clay Cross, Chesterfield
- Closing Date: 29th September 2019
- Interview Date: To be Confirmed

Job Details and Requirements

Applicants are invited for the post of Casual Receptionist. Hours of work will include daytime, evening, and weekend shifts based on a rota system.

This is a frontline post where applicants would be expected to:

- The issue of admission tickets
- Operating the advanced booking system
- Balancing cash sheets
- Dealing with personal and telephone enquiries
- Emergency procedures

The successful applicant will have experience of dealing with members of the public, personally and over the telephone and experience of routinely handling cash transactions.

Candidates must be prepared to work unsocial hours particularly at the weekends, provide cover at short notice and be willing to work at other establishments as the need arises.

Contact Details

For an informal discussion about the post, please contact Malcolm Reed – Senior Facility Officer on (01246) 217278 or malcolm.reed@ne-derbyshire.gov.uk

Application Pack

If you are interested in this post, please visit the Jobs pages on the NEDDC websites <http://www.ne-derbyshire.gov.uk/index.php/your-council/jobs>

To apply using our online application form, please visit the Derbyshire Jobs website or by clicking on the following link: <https://jobs.derbyshire.gov.uk/>

Please note that **CV's will not be accepted.**



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Alternatively, if you do not have internet access, application packs are available from:

- Telephone the NEDDC Contact Centre on 01246 217640.
- Email humanresources.bdc&neddc@ne-derbyshire.gov.uk

Please return completed application forms to HR & OD Shared Service, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG or to humanresources.bdc&neddc@ne-derbyshire.gov.uk by the advertised closing date.

We welcome applications from all sections of the community



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Job Description

Job title	Casual Receptionist
Reports to	Senior Duty Officer
Direct reports	
Grade	Grade 4
Salary range	£18,426 to £19,171

Job purpose

The day to day operation of the reception office on a rota basis with other receptionists.

Duties and responsibilities

1. Issuing admission tickets and collecting and accounting for all fees and charges in connection with use of the facilities.
2. Operating advance booking systems for such courses, activities and events as the Council or others may promote
3. Operating a bather call out system during peak periods to control admissions to the swimming pools.
4. Dealing with personal enquiries and assisting or directing such callers as appropriate.
5. Dealing with the hire/sale of such items as the Council may wish to make available.
6. Maintaining such records and information as may be required.
7. Maintaining an effective control of all deposits.
8. Monitoring the fire and emergency panels and taking appropriate action in the event of an emergency.
9. Promoting and enhancing the image of the Leisure Services and the Council in all dealings with customers.

General

- Assist in the training and development of new members of staff as required.
- Attend any relevant training courses and conferences as required.



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- Develop and foster positive professional relationships with colleagues and external contacts.
- Make suggestions to improve the working situation within own area of work and NEDDC as a whole.

Working conditions

Must be prepared and able to work unsocial and additional hours to cover for other staff absence, particularly at weekends.

Be able to be contacted at short notice if necessary.

Willingness and ability to work at other establishments.

Physical requirements

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.



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Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	<i>M. Reed</i>
Date approved:	<i>10.9.2019</i>
Reviewed:	



PERSON SPECIFICATION

Post Title: Casual Receptionist	Section: Leisure		
Directorate: People			
Knowledge (Essential)	AM	(Desirable)	AM
<ul style="list-style-type: none"> Handle cash transactions promptly and accurately in a busy environment Ability to record information accurately 	a & i	<ul style="list-style-type: none"> Operation of a modern ECR Basic understanding and knowledge of wide range of sports and sports related activities 	a a & i
Qualifications			
<ul style="list-style-type: none"> 		<ul style="list-style-type: none"> Reception/Telephone Sales Training 	a & c
Experience			
<ul style="list-style-type: none"> Experience of dealing with the public: <ul style="list-style-type: none"> - face to face - over the telephone Experience of working in a busy environment Experience of working under pressure Routinely handling and balancing large sums of cash 	a & i	<ul style="list-style-type: none"> Use of modern ECR 	a & i
Skills			
<ul style="list-style-type: none"> Must be able to deal effectively with face to face and telephone enquiries from customers of all ages Ability to deal with people in a pleasant and courteous manner, particularly when under pressure 	a & i	<ul style="list-style-type: none"> Keyboard skills 	a
Other Requirements:			
<ul style="list-style-type: none"> Ability to work in a team environment 	a & i		a & i

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, (c) certificate check (o) others



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The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

Approved by:	<i>M. Reed</i>
Date approved:	<i>10.9.2019</i>
Reviewed:	