

JOB DESCRIPTION

POST TITLE	:	Receptionist (Fitness Evolution)
SALARY	:	£22,070
RESPONSIBLE TO	:	Fitness Evolution Manager
CLOSING DATE	:	5.00pm, Tuesday 7 May 2024
INTERVIEW DATE	:	Wednesday 15 May 2024

Main Purpose of the Post

To provide a friendly and positive welcome to Burnley College's Fitness Evolution facility, responding to and dealing with any enquiries from visitors, members, students and staff. To carry out and upkeep all administrative duties, connected with the Reception desk and surrounding areas and in accordance with the Fitness Evolution teams' needs.

Responsibilities

1. To prepare for, meet and greet and act as host to all members and visitors to the Fitness Evolution and Evolution Spa and Performance facility.
2. To deliver a friendly and upbeat welcome to anyone utilising or visiting Fitness Evolution.
3. To deal promptly, efficiently and politely with any enquiries from all members, visitors, staff and students.
4. To carry out any administrative duties associated with the Fitness Evolution and Evolution Spa and Performance Centre Reception and surrounding areas, in liaison with the Fitness Evolution team and administration co-ordinator.
5. To ensure the reception desk, surrounding area and the Café Bar are always clean, tidy, and appropriately stocked.
6. To utilise information technology to assist the Fitness Evolution management team.
7. To provide administrative support to the Fitness Evolution team as well as the wider College when necessary.
8. Liaise with all College academic and support staff as appropriate, building and maintaining effective working relationships.
9. Promote College policies on quality assurance.
10. Assure full compliance within the areas of defined responsibility and more broadly across the College with key policies notably Single Equality, Health and Safety and Safeguarding.



11. To carry out such other duties as the Principal may reasonably require.

HOURS:

37 hours per week, shifts including evenings and weekends. Hours may differ regularly in line with the needs of the business, therefore a flexible approach to the working hours is essential.

PERSON SPECIFICATION

POST: Receptionist

DIVISION: Fitness Evolution

<u>QUALIFICATIONS</u>		Essential/ Desirable	To be identified by:
1	Good general education including a qualification to at least NVQ level 3 or equivalent	E	Application form
<u>KNOWLEDGE/SKILLS</u>			
1	Ability to work on own initiative and as part of a team	E	Application form/Interview
2	Excellent written and oral communication skills	E	Application form/Interview
3	Excellent IT skills	E	Application form/Interview
4	Excellent organisation and planning skills	E	Application form/Interview
5	Awareness of Safeguarding Legislation	D	Application form/Interview
<u>EXPERIENCE</u>			
1	Experience of working within the leisure/wellbeing/fitness/health industry	D	Application form/Interview
2	Experience of Microsoft Office applications	E	Application form/Interview
3	Experience of providing outstanding customer service in a customer focussed environment	E	Application form/Interview
4	Experience of working within Education	D	Application form/Interview
5	Experience of working on front of house	E	Application form/Interview
<u>PERSONAL</u>			
1	Commitment to the delivery of excellent customer service	E	Interview
2	Excellent communication and interpersonal skills	E	Application form/Interview



3	Good teamworking skills and commitment to teamworking	E	Application form/Interview
4	A commitment to ongoing professional development	E	Application form/Interview

STANDARD COLLEGE REQUIREMENTS

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form/ Interview/DBS/ References
3	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References/Occupational Health Assessment

**Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*

