

Job Description

**Please note this job description is intended as a general guide. It may be reviewed according to future requirement and business needs**.

**Post Title:** Front of House Coordinator/Administrator

**Hours of work:** 37.5 hrs per week

Worked on a flexible rota, days, evenings & weekends - Monday to Sunday. Holiday cover for co-workers will be required

**Contract:** 12 Months (with 3 Month Probationary Period**)**

**Rate of pay**: £15,424.50 pa

**Location Base:** Stocksbridge Community Leisure Centre

**Responsibilities**

Front of House – Reception

Be the public face of Stocksbridge Community Leisure Centre. To welcome customers to the Centre and act as the first point of contact.

To deal with the needs of the customer, staff and volunteers, as and when required.

To deal with all telephone, face to face and email enquiries and bookings in a polite, courteous and professional manner.

Control admissions by ensuring that all users have paid the appropriate fee before entry.

* Keeping the Reception and other areas of the Centre in a tidy state. Including registering lost property, incoming/outgoing post and ensuring promotional materials and other relevant information are kept up to date.

Induct new volunteers and staff on how Front of House operates.

Liaising with the Office Manager to ensure that all Memberships are taken correctly and in a timely manner.

Administering the Induction Booking system and informing Induction Staff of appointments.

**Centre Support**

Helping with the set up and take down of equipment when required.

Assisting with opening or closing the Centre.

To ensure that lessons, classes, sessions and event bookings are correctly administered.

Coordinating the booking and administrative organisation of Parties at the Centre.

Managing the Centre electronic booking systems and ensuring it is kept up to date.

Supporting the Volunteer Coordinator with the communication of important information to volunteers.

Helping ensure that the needs of the Centre are met by volunteers, providing training for new volunteers, assisting with maintaining the volunteer rota, providing information to potential new volunteers.

**Finance Support**

Cash handling and reconciliation of Front of House transactions, including Identifying any anomalies within the day’s takings and rectifying them.

**Administration**

* Formatting of documents and materials using Centre’s style.
* Organising the necessary paperwork for activities that take part in the Centre, such as Holiday Camps.
* Dealing with incoming and outgoing mail.

**General**

* Being an active team player, with the ability to be flexible, including providing cover for colleagues as appropriate.

**Key relationships**

* Front of House Coordinator: The post holder will work closely with the Front of House-Coordinator to manage work requests and provide leave; workload and sickness cover for each other.
* Office Manager: The post holder will be responsible to the Office Manager and will work closely with them, to ensure that Membership administration is processed correctly.
* Finance Manager: The post holder will work closely with the Finance Manager with regard to cash handling and reconciliation of Front of House transactions.
* Leisure Services Manager: The post holder will work closely with the Leisure Services Manager to ensure administration assistance on all of the Centre’s activities and promotions.
* Volunteer Coordinator: The post holder will work closely with the Volunteer Coordinator to ensure that the needs of the Centre can be met by volunteers; providing training for new volunteers, maintaining the volunteer rota, providing information to potential new volunteers.



Person Specification:

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|  | **Necessary** | **Advantageous** |
| **Work Experience** | Recent Administrative/Secretarial Experience.  Working with systems and processes to support all office functions.  Ability to use computer based systems including MS packages.  Practical experience in dealing with customers both face to face and on the telephone (including complaints/grievances).  Numeracy skills and cash handling experience. | Experience of working with volunteers.  Experience of working in the sport and leisure sector. |
| **Education/**  **Qualifications** | 5 or more GCSEs (or equivalent) Grade A-C or above, including English and Maths. | Secretarial Qualifications.  First Aid, Health and Safety and Disclosure Certification. |
| **Technical Skills** | PC literate - good working knowledge of MS packages.  Administration and record keeping.  Cash handling experience. | Financial record keeping experience.  Experience of using data base systems. |
| **General** | Ability to represent SCLC in a professional and friendly manner. Including a high standard of communication, both verbally and in writing, together with good telephone skills.  Ability to work under pressure in a busy customer facing environment and balance work tasks, supporting other staff and reactive operational issues.  Willingness to work shifts including evenings and weekends.  Ability to work as a team member.  Willingness to undertake additional training.  Ability to work in a changing and flexible organisation.  Eligible to work in the UK. |  |