# Job description – Receptionist (Sports & Community Centre)

## Organisational details

YMCA East Surrey

YMCA Sports and Community Centre

Princes Road

Redhill

RH1 6JJ

T 01737 779979

YMCA East Surrey (YMCAES) is a charitable company limited by guarantee and also a registered provider of social housing. Charity registration no. 1075028

Company registration no. 03716594

Registered provider no. 4854

Post to be based at the above address.

**Directorate: Central Services**

**Responsible to: Senior Receptionist**

## Responsible for: N/A

**Job purpose:** To provide an efficient, professional reception service to members and the public.

**Main responsibilities:**

Reception plays a central and vital part of the YMCA’s work for staff and users. Reception administers access for all users visiting the YMCA Sports and Community Centre at Princes Road as well handling a large number of phone calls. The Receptionist will support the work of the YMCA in meeting the needs of the local community, through providing assistance and support in all the areas of the centre’s work, including:

* To provide a friendly welcome to YMCA members and non-members that delivers the highest standard of customer care and reflects positively the YMCA’s ethos of concern and welcome for all
* To ensure that reception, as the first point of contact, is effective in the promotion and marketing of YMCAES’s work to the highest professional standard
* To take payments for activities using the leisure management system, and provide support to prospective members using Join@Home and the app for the first time
* To answer the telephone promptly and in a friendly manner and deal with the enquiry or divert calls as appropriate
* To ensure enquiries from members and non-members about the activities of the Association are efficiently dealt with, whether by yourself or by signposting on to an appropriate colleague, and ensuring that information given is up-to-date and accurate
* To welcome members who wish to raise matters of concern, or of thanks, and to pass them on to the Duty Officer, who will deal with the situation
* To pass on bookings for activities and room hire, ensuring all relevant information is recorded and passed on to the appropriate Manager
* To reconcile figures and cash at the end of the shift
* To assist with the outgoing post and report stock
* To be aware and able to carry out security and Health and Safety procedures where necessary
* To keep the reception and surrounding area tidy and presentable at all times, checking and refilling leaflets and marketing material when needed and reporting any shortages
* When available attend meetings and assist on promotional/charity events
* To support the wider work of the Association and to work with the C.E.O and other staff in ensuring the effective running and future success of the centre and to undertake such other tasks as may be allocated from time to time by the Line Manager

## Discretion to act

Long-term decisions and strategic changes will be made by the Head of Central Services and CEO. You will be line managed by the Senior Receptionist.

## Relationships

You will interact with full-time and part-time YMCA staff and service users, in providing services and information on behalf of the YMCA. The Head of Central Services has overall responsibility for the Reception team.

## Environment

YMCA East Surrey is an independent charity, affiliated to the National Council of YMCAs, that has been responding to local need since 1870. Our aim is to help individuals to reach their full potential, especially those who are vulnerable or face disadvantage.

YMCA East Surrey operates primarily in Reigate and Banstead but also offers services in Epsom and Ewell, Mole Valley, Tandridge and West Sussex. Our main centres are:

* YMCA Sports and Community Centre, Redhill
* YMCA Sovereign Centre, Reigate
* YMCA Hillbrook House, Redhill
* YMCA Young People & Family Centre, Horley
* YMCA Phoenix Centre, Tadworth
* YMCA Merstham Pre-school, Merstham
* YMCA Supported Move-On housing in Horley, Merstham & Redhill

Our friendly team of over 300 staff and volunteers deliver services and projects across three main areas:

Children and Young People

* Childcare & Recreation - After School Club, Holiday Club, Recreational activities, Preschools, Crèche and Children’s Parties
* Disability Services - Yippee and Yip4Youth short break services, LifeWorks sports and social activities, Face2Face parent befriending
* Emotional Wellbeing & Mental Health – Heads Together Counselling, Children’s Wellbeing Practitioners, Community Wellbeing Team, WAVES youth group, Y’s Girls mentoring
* Youth & Family Services - YMCA Horley Young People & Family Centre, Youth clubs, Early Help, Street-based youth work

Health and Wellbeing

* Inclusive fitness gym and group classes
* Disability sport
* Exercise Referral classes for adults with health conditions or rehabilitating from injury or illness
* Health Promotion services incl. NHS Health Checks, weight management sessions and free guided health walks
* Challenge fundraising events incl. large community events such as the annual YMCA Fun Run and Santa Run

Housing Services

* YMCA Hillbrook House, supported accommodation for homeless young people
* NextStep, a rent deposit guarantee scheme assisting families and individuals at risk of homelessness into sustainable, private rented accommodation
* Move-on accommodation for young people as a step towards independent living

## Please visit our website or read our annual review for more information about YMCA East

**Surrey’s work in the community.** [**www.ymcaeastsurrey.org.uk/annual-review**](http://www.ymcaeastsurrey.org.uk/annual-review/) **Environment**

## Terms and conditions

**Hours of work** – 5 hours per week

**Salary** - £11.01 per hour (Subject to a pay review in April 2024)

**Annual Leave** – Four weeks (pro-rata) plus bank holidays. Holidays increase after two years service to a maximum of five weeks pro-rata after six years service. The holiday year runs from 1 April to 31 March each year.

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at the Sports and Community Centre. YMCA East Surrey also operates a Bike to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

# Person specification

## Qualifications, training and understanding

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| **Essential** | **Desirable** |
| Good level of general education | Previous use of a Leisure Management system |
|  | First Aid/CPR |

## Experience

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| --- | --- |
| **Essential** | **Desirable** |
| Previous experience of dealing with members of the public, ideally in a receptionist role or front of house | Experience of working with people with additional needs |
| Handling of cash and reconciliation of transactions. |  |

## Abilities, skills and attitude

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| --- | --- |
| **Essential** | **Desirable** |
| Good computer and numeracy skills | Knowledge of membership systems |
| Excellent communication skills |  |
| Comfortable working with people (including those with additional needs) |  |
| To work on own initiative and sometimes under pressure |  |
| Applicants must be fully supportive of the Association’s Aims and Purposes |  |
| Willingness to undergo training |  |
| Good telephone manner |  |
| Flexible approach and able to work responsibly without close supervision |  |
| Able to prioritise conflicting demands with good humour |  |
| Friendly, warm personality |  |
| Reliable and show good time-keeping |  |