



Job Description **Receptionist**

Reporting to	Reception Manager
Service Area	Central Services
Location	
Hours of work	
Holidays	
Probation Period	
Contract Type	
Grade and Salary	

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

The Reception Team forms a key part of Central Services at Princes Road, providing a warm, professional, and efficient first point of contact for everyone who visits YMCA East Surrey. We work closely with colleagues across the organisation to ensure smooth day-to-day operations, responsive customer service, and a welcoming environment that reflects YMCA East Surrey's mission to support people of all ages and backgrounds to belong, contribute and thrive

Job Purpose

To provide a professional, welcoming, and efficient first point of contact for YMCA East Surrey service users, ensuring smooth reception operations, high-quality customer service, and effective administrative support

Key Responsibilities

Reception & Customer Service

- Provide a warm and professional welcome to all visitors, ensuring the highest standard of customer care.
- Handle a high volume of face-to-face, telephone, and email enquiries efficiently and in line with YMCA procedures.
- Support members with lost property, membership queries, signposting, and information requests.
- Ensure reception area is tidy, safe, and appropriately stocked with marketing materials.
- Uphold YMCA East Surrey's values and present a positive, inclusive, and supportive public image at all times.

Memberships, Bookings & Payments

- Process memberships, bookings, cancellations, and amendments.
- Take payments and ensure daily shift takings are recorded and reconciled accurately.
- Support external room hire enquiries by signposting or gathering initial information for the Reception Manager.

Administration & Communication

- Manage incoming post, telephone switchboard operations, and general enquiries.
- Maintain accurate records, update systems, and follow GDPR requirements for all data handled.
- Assist with internal room bookings and provide administrative support to wider teams where appropriate.
- Follow established procedures as outlined in the Reception Handbook and contribute feedback for updates.

Safety, Compliance & Operational Duties

- Act as Fire Warden as part of rota requirements.
- Conduct daily AED checks and report issues promptly.
- Manage security procedures for keys, equipment sign in/out, and access control following organisational policies.
- Support emergency procedures and escalate safeguarding concerns immediately.

General

- Represent YMCA with professionalism and compassion, maintaining a positive and inclusive public image at all times
- Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- Take responsibility for your own health and safety and that of others, reporting any risk promptly
- Work within YMCAES policies and adhere to the terms outlined within them

Key Working Relationships

- YMCA staff – providing information and processing memberships on staff benefits at Princes Road Gym and internal bookings for rooms
- Members – providing information on membership, services and classes, processing memberships, taking payments and bookings. Signposting to other colleagues and services
- Public – dealing with queries and enquiries about YMCA services and memberships. Signposting to other colleagues and services

Scope and Limits of Authority

Decision Making and Limits of Authority:

- Limited decisions making on charges of services when someone is unwell or unable to attend a class
- Ability to book internal YMCA rooms for staff
- Act as Fire Warden in the event of an emergency under direction of the Duty Officer, evacuating specified areas of Princes Road building and escalating emergency incidents as required
- Responsibility to escalate safeguarding and emergency concerns.

Specialist Resources:

- Gladstone – make bookings, take payments, set up users, issue membership cards, take photos of members in line with GDPR

Material Assets

- Responsible for signing in and out of audio-visual equipment to staff and service users and check condition before and after use
- Responsible for allocating keys to minibus drivers as required
- Responsible for allocating keys for rooms and outbuildings to staff as required
- Responsible for checking AED is in daily working order and reporting any issues to Facilities Manager

Financial Resources

- Cash handling – responsibility for £60 float and daily reconcile of cash – taking money
- Card payment – responsibility for taking card payments and processing memberships and class charges

Information and Communication Resources

- Gladstone database – processing and adding members
- Main telephone switchboard – directing calls and taking enquiries

Legal Regulatory and compliance responsibility

- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies (example) as required.
- GDPR responsibility

Person Specification

	Essential	Desirable
Education and Qualifications	GCSE-level education or equivalent	First Aid/CPR
Knowledge and Experience	Experience in a customer-facing role. Experience using computerised membership or booking systems	Previous experience in leisure systems or equivalent
Key Skills and Abilities	Ability to manage competing priorities. Confidence dealing with vulnerable individuals or challenging behaviour.	Membership databases or systems
Personal Attributes	<ul style="list-style-type: none"> • Commitment to equality, diversity and inclusion in all aspects of work and understanding of how it applies to own role • Values collaboration and respect for different perspectives • Open to learning and continuous development 	
Other	Requirement to work evenings/weekends.	

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: