



# B O S T O N

## BOROUGH COUNCIL

Municipal Buildings, West Street, Boston, Lincolnshire, PE21 8QR



### Vacancy Details: Receptionist - GMLC

Selection will be undertaken at intervals during the year in approximately July, October and March. If you are selected for interview you will be contacted directly

#### Contents

ADVERT.....	2
JOB DESCRIPTION & PERSONAL SPECIFICATION.....	2

Further Information and guidance on completing your application is available in the Application Information and Guidance booklet.

**Please note we do not accept CV's.**



## **Receptionist – GMLC**

### **Casual hours**

### **£8.50 per hour + enhancements**

Full-time employment isn't for everyone. You have other responsibilities which make the regular 9 to 5 work pattern difficult, making the Councils current opportunities for receptionists at Boston's Geoff Moulder Leisure Complex attractive positions.

We offer a variety of flexible shifts that can fit in with your College studies or family commitments. This opportunity can be a step into your career within the Customer Services or the Leisure industry or can provide you with the opportunity to give back to your community.

The Geoff Moulder Leisure Complex is a centre for fun and fitness where customers choose to come to enjoy a good time, whether it is in the leisure pool, gym or weight-room or by joining one of the many classes on offer.

The successful candidates will join our enthusiastic and dedicated team, where you will be encouraged to use your own initiative, good customer care & communication skills to help promote health and leisure activities, while providing excellent public relations for the leisure complex.

Previous experience of dealing with the public, good literacy & numeracy skills and cash handling experience, with knowledge of preparing and checking cash floats. Previous experience of reception work would be an advantage.

**For this role, you must be aged 18 or over.**

**The hours of work are on a zero hour's basis and you will be contacted as and when required. Work will be over various shifts including evenings and weekends (for which pay will be enhanced in accordance with our terms and conditions).**

If you would like an informal discussion about the post please contact Sarita Barton or Scott Higgins on 01205 314374 or email you questions to [leisurecentre@boston.gov.uk](mailto:leisurecentre@boston.gov.uk) .

For further information, please visit our website at [www.boston.gov.uk](http://www.boston.gov.uk). If you require assistance please contact People Services on 01205 314204.

**Please note that the Council does NOT accept CVs as application for posts.**



# JOB DESCRIPTION & PERSONAL SPECIFICATION

**Boston Borough Council**



## Job Description

### Directorate

Place & Space

### Service

Leisure Services - GMLC

### Job Title

Receptionist - GMLC

### Grade

2

### Reports to

Shift Duty Officer or Team Leader  
Leisure Pool Manager

### Responsible for

n/a

Is this post eligible for a DBS check? NO

Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.

## A Purpose of job:

1 To provide reception services in order to enhance the smooth running of Geoff Moulder Leisure Complex reception.

## B Main responsibilities, tasks and duties

### 1 Cash Handling

- Collection of cash/income from clients, vending machines, lockers, etc.
- Counting, validating and recording of such amounts,
- Preparing and checking floats

### 2 General Procedures

- Operation of computerised till and other mechanical equipment.
- Administration of till receipts, cash summaries, enrolment forms, etc
- Taking bookings for all facilities and classes, including the GP Referral scheme.
- Processing of membership applications and direct debit requests.
- General computer/paper based administration relating to all aspects of the leisure centre.
- Recording and issuing of lost property.
- Responsibility for security of cash office areas including, reception office, etc.
- Operating emergency procedures.
- General cleaning of the reception office and other areas within the leisure complex.



3	<p>Public Relations</p> <ul style="list-style-type: none"> <li>• To promote customer care and maintain good public relations for the leisure centre.</li> <li>• To take responsibility for who is admitted to the leisure centre.</li> <li>• To have a good understanding and knowledge of fitness and health and in particular the facilities within Geoff Moulder complex.</li> </ul> <p>Must be of a smart appearance as this is a frontline service delivery role.</p>
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## C Knowledge and skills

1	<p><b>Knowledge - essential</b></p> <p>Computer Literate with knowledge of Microsoft Office is essential.</p> <p>Previous reception experience must be evidenced</p> <p>Be able to communicate appropriately with the public, including those from multi-cultural backgrounds.</p> <p>Good clerical skills, including a good telephone manner</p> <p><b>Knowledge - desirable</b></p> <p>ECDL Level 1 (or equivalent).</p> <p>Fire warden training is essential or candidate must undertake training as directed once appointed.</p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children</p> <p>Emergency first aid certificate would be an advantage or candidate must be will to undertake training.</p> <p>Understanding of safe working practices for lone workers.</p> <p>Recognised customer service/admin/reception level 2 diploma or equivalent</p> <p>Previous experience in a leisure environment would be an advantage in promoting the services and activities with the complex.</p>
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2	<p><b>Interpersonal Skills</b></p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post</p> <p>Good communication / interpersonal skills required for a range of activities.</p> <p>Regular contact with people requiring a confident and diplomatic manner.</p>
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3	<p><b>Mental Skills</b></p> <p>Literacy and numeracy to a good standard</p> <p>Ability to assess new situations, identify risks and react appropriately whilst lone working.</p>
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4	<p><b>Physical Skills</b></p> <p>Ability to use a keyboard and computerised till is essential.</p>
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## D RESPONSIBILITIES

1	<p><b>For supervision</b></p> <p>This role has little or no, direct responsibility for the supervision of others</p>
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<b>2</b>	<p><b>For people</b></p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality &amp; diversity, Health &amp; Safety, Personal Safety Training, plus all other relevant training.</p>
<b>3</b>	<p><b>For financial resources</b></p> <p>Experience of cash handling, accuracy for sums, money and the care of the lost personal possessions of others is essential.</p>
<b>4</b>	<p><b>For physical resources</b></p> <p>Duties included the handling and processing of manual and computerised information, where care, accuracy and security are essential.</p>
<b>E Work environment and demands</b>	
<b>1</b>	<p><b>Work demands</b></p> <p>Ability and willingness to cover other shifts on a rota system as and when required</p> <p>Must be able to work as part of a team.</p> <p>Able to work flexible hours including evenings &amp; weekends</p> <p>The ability and willingness to undertake relevant staff development</p>
<b>2</b>	<p><b>Physical Demands</b></p> <p>Tasks are mainly sedentary with occasional need to lift or carry items,</p> <p>Able to undertake light cleaning duties to the required standard.</p>
<b>3</b>	<p><b>Working conditions</b></p> <p>Must be of a smart appearance as this is a frontline service delivery role.</p> <p>Some exposure to cleaning tasks that require the use of chemicals and people related behaviors.</p>
<b>F Other</b>	
<b>1</b>	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
<b>2</b>	<p><b>Equal opportunities</b></p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
<b>3</b>	<p><b>Health and safety</b></p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p>



	<p>All employees have a duty to take reasonable care for their own health &amp; safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> <li>• Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided.</li> <li>• Use equipment correctly at all times.</li> <li>• Wear or use personal protective equipment provided.</li> <li>• Report all unsafe acts, conditions, accidents or near misses.</li> <li>• Suggest methods of eliminating hazards and reducing potential risks.</li> <li>• Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence.</li> <li>• Take part in risk assessments, workplace inspections, safety tours and audits when necessary.</li> <li>• Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks.</li> </ul>
<p><b>4</b></p>	<p><b>Health Surveillance</b></p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
<p><b>4</b></p>	<p><b>Conduct</b></p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times.</p>
<p><b>5</b></p>	<p><b>Information security &amp; data protection</b></p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
<p><b>6</b></p>	<p><b>Safeguarding</b></p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>



7

## Values

We believe that everyone has a role to play in making our council successful.

We expect everyone involved with Boston Borough Council to be:

- open and honest with people
- enthusiastic, positive and proud about working for Boston Borough Council
- patient with people and take time to understand their concerns
- approachable and clear with people
- open to new ideas and willing to learn
- caring and to treat people with respect, consistency and fairness
- focused on customers

