Job Profile

OVERVIEW:

Job Title:	Receptionist
Grade:	FC3
Base:	Duloch Leisure Centre
Location:	Fife Wide
Reports to:	Duty Manager

ABOUT THE ROLE:

You will be responsible as part of a team for Clerical/Reception Office practice and procedures.

YOUR IMPACT

1. Reception duties, responding to customer/visitor enquiries by both telephone and counter.
2. To strictly adhere to financial guidelines in relation to cash handling, cash receipts and recording
3. Accept bookings for facilities, courses and events, both current and advanced, using a computerised booking system
4. Processing memberships
5. Filing, photocopying
6. Word processing
7. Other administrative duties
8. Create new databases/spreadsheets
9. Maintain and update various databases

OTHER IMPACT:

The Jobholder may be required to perform duties appropriate to the job, other than those given in the job profile. The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not, therefore, justify reconsidering the grade of the job. Such variations would be reflected in an updated job profile.

WHAT YOU WILL BRING:

Skills, Knowledge, Qualifications and Experience	Method of Assessment	E	D
Experience			
Direct experience of working with the public Extensive reception experience in a similar office environment	Application Form Interview	X	
Team working			X
Education, Qualification and Training			
4 National 5 qualifications or equivalent - including English and Numeracy subjects	Application Form Interview Practical test	X	
Recent relevant work experience HNC Business Administration or equivalent ECDL or PC Passport			X
Skills, Abilities and Knowledge (general)			
Sound knowledge of IT and computer technology (Microsoft Office) Numeracy Skills Cash handling. Exercise judgment and make decisions. Communications Skills (oral/written)	Application Form References Interview	X	
Financial management			X
Interpersonal and social skills Team Player Flexible and adaptable Ability to relate well to all sections of staff and public Friendly welcoming attitude	Application Form Interview Reference	X	
Health and Physical Attributes Ability to carry out the duties of the post effectively	References Pre-employment health screening	X	

E = Essential Criteria D = Desirable Criteria

APPOINTMENT CONDITIONS:

Eligibility to work in the UK
Qualifications relevant to the post
2 References
Pre-employment Health Screening
Criminal Convictions Self Declaration form
Driving licence (if applicable)
Level 1 Disclosure

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