

Job Title: Relief - Customer Care Officer (Receptionist)

Post Number:

Service / Section: Regulation and Economic Development - Leisure

Grade: Grade 2

Overall Job Purpose:

To provide and promote a professional, high quality, front line customer focused service at the Leisure Centre's (in line with the standards and targets of the County Council's Customer Service Charter).

The post holder will be responsible for initially responding to all customer enquiries in an efficient and timely manner and demonstrating the Service's commitment to effective customer service.

The role of the Customer Care Officer is integral to:

- Contributing to a customer friendly experience.
- Creating a favourable first impression of the Leisure Centres.
- Providing customers with correct information.
- Promoting the Leisure Centre's activity programmes

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

Main Duties / Responsibilities:

1. Provide an effective and professional reception service to meet all Leisure Centre' customers.
2. Be the front of house presence at the Leisure Centre, and display a high level customer care skills including being welcoming and friendly to all users
3. Dealing with customer information inquiries for those customers visiting the leisure centre and enquiries over the phone including taking bookings and payments over the phone.
4. Process Direct Debits, facility and activity bookings and receive cash/card payments and aid online bookings in compliance with the council's financial and administrative procedures and processes.
5. Ensure that all computerised systems, databases and records (e.g. Dimension) are used effectively, and maintained accurately, to help process and respond to all customer enquiries.

6. Promote and sell the Leisure Centre's activity programmes and facilities to attract customers and ensure that initial enquiries are converted to business.
7. Contribute to the marketing and promotion of the Leisure Centre and its facilities.
8. Undertake all general administrative and secretarial activities to meet the needs and demands of the Leisure Centre.
9. Ensure compliance with the Council policies on Information Governance and Data Protection.
10. Identify ways in which the Service can further improve customer service and satisfaction.
11. Collate and provide feedback on customer comments on service provision (facilities, activities and programmes).
12. Positively promote the Isle of Anglesey County Council and Services at all times.
13. The post holder maybe required to carry out any other responsibilities as appropriate with the nature of the post and its grade.

Person Specification:

**Essential (E)
Desirable (D)**

Education and Training

The minimum educational requirements/professional or vocational qualifications for the post:

1. 3 GCSE C or above or equivalent
2. Customer Care Training
3. IT Qualification
4. Business Studies Qualification

**E
D
D
D**

Any specific training required for the post including Certification:

1. Violence and Aggression at Work
2. Manual Handling
3. First Aid

**D
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D**

Key Competence Requirements

Job related knowledge:

1. Experience working with the public/customers
2. Practical experience working with ICT Packages (such as Microsoft suite)
3. Experience of working front of house/ Reception
4. Experience of working with Financial transactions

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D**

Specific skills: <ol style="list-style-type: none"> 1. Ability to ensure a high level of customer satisfaction 2. Excellent verbal and written communication skills in both Welsh and English 3. High level of Administrative skills 4. Ability to work in a busy environment 5. Ability to use a computerised till system 6. Experience of working in a leisure centre 	E E E E E D
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Position in the Organisation:

Reports to:	Leisure Centre Duty Manager (Managers)
Staff Supervised:	None

Working Arrangements and Conditions:

Working Week:	Any 5 out of 7 Monday – Sunday
Identified Work Base:	Principal work base is identified as either of the following Leisure Centres Plas Arthur, Holyhead, Amlwch. You may, however, be required or permitted to work anywhere within the Council’s area on a permanent or temporary basis without additional time or payment for doing so.
Contracted Hours:	See hours specified at interview and appointment.

Language Requirements

Welsh Language Skills (Please see the skills framework attached)						
Listening (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Speaking (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>

English Language Skills (Please see the skills framework attached)

Listening (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Speaking (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input checked="" type="checkbox"/>

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: March 2022

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision