Receptionist
YORK SPORT

Closing date: 4 February 2020
Interviews: 10 February 2020
Start date: TBC
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

York Sport

York Sport is a York conferences Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

In recent Years University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £13m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, athletics stadium, velodrome, and closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility and service delivery.

We continue to work alongside many of our partners as we seek to maximise opportunities and deliver high quality service, through our high quality team in our expanding high quality environment.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus catering outlets and NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £16,321.80 per annum, plus generous benefits

Grade: A3

Hours of work: 37 per week (Full time)

Contract type: Open

Reporting to: Duty Managers

Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role

To provide a welcoming professional service to effectively ensure the smooth running of reception by providing efficient, friendly and professional customer focussed service to all York Sport Village.

Key responsibilities and duties:

- To provide a welcoming professional service, greeting customers, answering/dealing with all enquiries and providing relevant information either face to face or via telephone, having high regard for customer care at all times.

- To demonstrate a clear knowledge of all booking activity, schedules, courses, prices, memberships, offers and other relevant information and be able to competently pass this on to customers.

- To effectively use front of house IT membership and bookings procedures.

- To operate the cash register and undertake financial transactions using the computerised bookings and leisure management systems and to reconcile daily takings, accurately complete associated documentation and follow cash handling procedures.

- To monitor the main entrance and York Sport village reception lobby to ensure that only bonafide customers/visitors access the complex.

- To undertake administrative duties as determined by the Operations Manager, Business Development manager or Duty Manager.

- To use initiatives in order to deal with requests, complaints and emergencies and exercise judgement in taking appropriate action.

- To ensure that all York Sport Village users are made aware of and comply with the terms and conditions of usage.

- To act as an effective conduit and interface between the customer, reception team and other York Sport Village staff members.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
# PERSON SPECIFICATION

## QUALIFICATIONS

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>• Educated to GCSE level or equivalent (including maths and English, grade C or above)</td>
<td>• First aid qualification or willingness to work towards gaining such a qualification</td>
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## KNOWLEDGE

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<td>• An understanding of customer service standards</td>
<td>• Awareness of University Higher Education Sport</td>
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<td>• A knowledge of working within a sport and leisure environment</td>
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## SKILLS/ABILITIES/COMPETENCIES

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<tr>
<td>• Excellent communication and interpersonal skills</td>
<td>• Familiarity with leisure membership and booking software</td>
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<td>• Excellent organisational and decision making skills</td>
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<td>• High levels of accuracy and attention to detail</td>
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<td>• Excellent customer care skills</td>
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<td>• Ability to work on own initiative as well as part of a team.</td>
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<td>• Ability to communicate clearly (orally and in writing)</td>
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<td>• Good Telephone manner</td>
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## Experience

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<td>• Experience of working within a customer focused environment</td>
<td>• Experience of working in a sport and leisure environment</td>
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<td>• Experience of selling both face to face and via telephone</td>
<td>• Working with computerised membership and bookings systems</td>
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<td>• Clerical or administrative experience including cash handling</td>
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## Personal Attributes

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<tr>
<td>• An interest in sport and leisure</td>
<td>• Willingness to attend training courses in order to develop skills and competencies to meet future requirements</td>
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<td>• An ability to present a professional image both in actions, appearance and behaviour.</td>
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<td>• Self motivated with a positive outlook whilst possessing an ability to work well with, and be respectful with a commitment to being a team player.</td>
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<td>• Ability to show empathy with customers and their perceptions.</td>
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<td>• Ability to demonstrate discretion and calmness under pressure.</td>
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<td>• Reliable, trustworthy with a responsible attitude.</td>
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<td>• Willingness to work shift patterns including split shifts and also early mornings, late evenings and work across weekends and bank holidays.</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 8408
- Complete the online application form

You will need to submit your application by midnight (GMT) 4 February 2020

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424