



RECEPTIONIST VACANCIES

Permanent and 10 Month Maternity Cover Post available

Maternity Post October 2019 – August 2020

Organisation: Wolverton Leisure Trust

Location: Wolverton Swimming and Fitness Centre

Salary: £11,151

Hours – 24 hours per week

Benefits include:

- Stakeholder Pension Scheme – Matched at one and a half times employee contribution – up to 5%
- Complimentary and discounted gym membership for friends and family
- Complimentary and discounted Learn to Swim Scheme
- NVQ opportunities incl. Management/Leadership/Admin/Fitness Instructor
- Swimming Instructor, National Pool Lifeguard Course Opportunities

Closing date for all applications: 1200 (Midday) Friday 20 September 2019

We are looking for enthusiastic, motivated individuals to complement our existing friendly team. Candidates should be customer service focused and possess exceptional team working skills. The role involves processing bookings and payments, dealing with enquiries and creating a warm and welcoming atmosphere at this busy centre.

Shift details:

Permanent Post: Mondays and Tuesdays: 1500-2000 / Wednesdays: 1430-2030 and Saturdays: 1030-1930

10 Month Maternity Post:

Mondays: 1400-2230 / Fridays: 0900-1830 & Saturdays: 0700-1600

If you feel you can match our expectations and are able to cover the shifts required please contact the centre to request an application pack or download from www.wolvertonpool.com/news.

Send applications to: Recruitment, Wolverton Swimming and Fitness Centre, Addington Avenue, Wolverton, Milton Keynes, MK12 5GH.

T: 01908 227752 **E:** mail@wolvertonpool.com **W:** www.wolvertonpool.com

Successful applicants will receive notification of an interview within 1 week of the closing date. If you have not heard within this timescale you should assume that you have not been successful.



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Registered Office: Wolverton Swimming and Fitness Centre, Addington Avenue, Wolverton, MK12 5GH Phone: 01908 227752
Company No. 4135924 Charity No. 1089400



JOB TITLE: Receptionist	DEPARTMENT: Reception and Sales
RESPONSIBLE TO: Reception Manager	JOB PURPOSE: To operate the reception area and booking systems
SALARY: £11,151	HOURS: 24 hours per week
BENEFITS:	
<ul style="list-style-type: none"> Stakeholder Pension Scheme: Matched at one and a half times employee contribution - up to 5% Complimentary gym membership for employee plus one other Discounted gym membership for friends and family Complimentary and discounted Learn to Swim Scheme NVQ opportunities incl. Management/Leadership/Admin/Fitness Instructor Swimming Instructor course opportunities 	
MAIN RESPONSIBILITIES:	
<ul style="list-style-type: none"> To deliver the highest level of customer experience within the facility Handle fees, bookings and deal with queries from both customers and members Provide general administrative and clerical support To work as a team and support all areas of the building when required To act professionally representing Wolverton Leisure Trust positively Help develop and grow the activities in the facility Strive to provide excellence in customer service at all times 	
OTHER REQUIREMENTS:	
<ul style="list-style-type: none"> Flexible attitude to working providing cover for annual leave and absence 	
OTHER DUTIES:	
<ul style="list-style-type: none"> This job description is not exhaustive. At times, the post holder will be asked to undertake other tasks and duties that are at a similar level of responsibility. 	

SPECIFICATION RECREATION ASSISTANT			
CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Numerate and literate.		Trust Application Pack and Interview.
Work Experience & Attainments	Experience within a customer focused environment.	Experience of working in a leisure environment.	Trust Application Pack and Interview.
Communication Skills	Smart in appearance, enthusiastic and provide excellent customer service. Have a friendly, approachable manner with exceptional interpersonal skills.		Trust Application Pack and Interview.
Computer Literacy	Good basic knowledge of IT, including Microsoft Office.	Able to manage and work with databases and CRM tools.	Trust Application Pack and Interview.
Planning & Organisation	Able to contribute to the successful development of the centre, working to targets and timescales.		Trust Application Pack and Interview.
Team Working & Attitude	Able to work as part of a team and cover for annual leave and absence. Must have a flexible approach to working and be able to communicate with a wide range of colleagues and customers.		Trust Application Pack and Interview.