

DEPARTMENT: John Pounds Community Trust

SECTION: John Pounds Centre

POST TITLE: Receptionist

JPCT POST No: 05

HOURS PER WEEK: 30

RESPONSIBLE TO: Front of House & Events Manager

RESPONSIBLE FOR: Reception

NORMAL OPERATING VENUE: John Pounds Centre

JOB PURPOSE:

To assist the management with the day to day running of the John Pounds Centre with an efficient approach to the operation and administration of the reception area and administration support to the finance department. Ensuring professional levels of customer service and care are maintained at all times.

DUTIES:

- 1) To assist the Front of House & Events Manager with the effective running of the reception department.
- 2) Answer all enquiries and queries from customers and the general public regarding the centre, its facilities and all activities. Generally promoting the centre and maintaining excellent public relations with all users of the centre.
- 3) Take bookings, payments and processing membership on a computerized system. Recording payment in accordance with cash handling instructions, this will include the updating of both manual and computerised records, and cashing up tills as required.
- 4) Responsible for all cash, stock, and equipment under his/her control.
- 5) To liaise with the management team and customers regarding bookings, events, room set ups and the availability of facilities and equipment.
- 6) To ensure that all relevant literature and information at reception and around the centre is up to date and available for customers of the public.

- 7) To fulfil tasks as directed relating to the finance operation including
- 8) The issuing of invoices and credit control.
- 9) To reconcile the cash banking and prepare cash and cheques for banking
- 10) To prepare employee timesheets and submit to payroll.
- 11) Operation of the petty cash system.
- 12) To ensure the reception team are fully briefed on the Finance operation and able to carry out their duties.
- 13) To assist the Finance Officer in the development of the Trust accounting systems.
- 14) The post holder will be required to attend all relevant meetings and designated training, and to assist where required in the training of other employees and relevant persons.
- 15) The postholder must ensure that the highest levels of customer care are maintained at all times. This relates to members of the public, John Pounds Community Trust, colleagues, and other professional associates. The postholder must at all times offer a friendly, courteous, and efficient service to the public.
- 16) Whilst on duty, the postholder will be required to record all relevant customer comments made to them, on the appropriate form, and to ensure all comments are recorded on an Excel document.
- 17) To observe the duty to health and safety rules and regulations and take all reasonable care to support the health and safety of yourself and others.
- 18) To act in a way that supports the John Pounds Community Trust equal opportunities policy.
- 19) To work a shift pattern including evenings and weekends as agreed with the Front of House Manager.
- 20) Any other duties as directed by the Management team which are appropriate with the salary and level of the post.