

HOURS OF WORK

Job Title	PT RECEPTIONIST
Location	Clickimin Leisure Complex (3 week Rota working pattern)

**Hours of Work: average 30.33 hours per week.
(Based on a three week working pattern)**

	MON	TUES	WED	THURS	FRI	SAT	SUN
Week 1	15.00- 22.15	15.00 – 22.15	OFF	06.45- 14.00	06.45- 14.00	OFF	OFF
Week 2	06.45- 14.00	06.45- 14.00	06.45- 14.00	OFF	OFF	08.30- 17.00	10.00- 20.00
Week 3	OFF	OFF	15.00- 22.15	15.00- 22.15	15.00 – 22.15	OFF	OFF

Rate of Pay :	£23,432 to £23,605 per annum incl. of Island Allowance
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Job Description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job, as they exist currently but not intended as a wholly comprehensive or permanent schedule.

1. Job Details

Job Title	Receptionist
Department	Clickimin Leisure Complex
Reports to	Customer Service Team Leader
Reporting to Job-holder	No direct reports
Salary Banding	H1 – H2

2. Overall Purpose of the Job

- To operate the reception desk within Clickimin Leisure Complex; meeting customers, providing information, operating the telephone system, taking bookings, processing payments and liaising with all Complex staff to help meet the customer's needs, demands and expectations.

3. Job Dimensions

Budgets Controlled: Nil

Contacts: **Internal** – Colleagues within the facility and staff from other SRT departments.
External – Customers and visitors.

4. Principal Accountabilities

1. To accurately operate the reception till taking payments in respect of charges for facilities, resale items, sale of various tickets for special events and for hire of equipment. At the end of a shift to undertake a balance of cash, cheque and debit/credit card payments against a till reading to the satisfaction of the duty officer on shift.
2. To process all casual booking enquiries made by telephone, personal visit or e-mail; and to maintain accurate computerised booking records covering the Complex facilities.
3. To process advanced bookings for birthday parties and meetings and to ensure that the appropriate forms are accurately completed.
4. To maintain Membership data on the computerised system.
5. To operate the Complex telephone system, greeting customers politely and transferring calls as required.

6. To operate effectively the Complex's internal public address system.
7. To provide clear and accurate information in a polite and courteous manner to customers at all times.
8. To ensure that customers within the facility adhere to rules and regulations.
9. To produce letters, leaflets, posters and other documents on computer using various software applications - in particular; Microsoft Word, Excel and Publisher. Preparation of PowerPoint pages for display on screens at reception.
10. To assist in various administrative procedures.
11. To ensure that the reception area is always clean, tidy and well presented to the General Public.
12. To take part in relevant training courses and development activities as directed by the Shetland Recreational Trust to maintain and improve knowledge and skills required for the role.
13. To assist with the training and induction of other team members.
14. To follow Shetland Recreational Trust's policies and procedures.
15. To carry out similar and appropriate duties as required.

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

Person Specification

5. Experience / Qualifications

Essential

1. Minimum of 3 Standard Grades at grade 1-3, or equivalent.
2. Experience and understanding of using word processing, spreadsheet, desktop publishing and e-mail software.

Desirable

3. Some experience working in a customer focused environment.
4. Some experience of computerised till operation and cash handling/balancing.

6. Knowledge / Skills / Abilities

Essential

1. Teamwork – work with others co-operatively.
2. Able to verbally communicate: information, opinions, ideas, or instructions clearly and effectively.

3. Able to understand and complete paperwork associated with the role e.g. work procedures, customer forms, check sheets etc.
4. To be numerate in order to be able to handle cash, undertake accurate reconciliations and bank takings.
5. Use ICT effectively to perform a range of processing tasks.
6. Maintain an awareness and be committed to equal opportunities.

Desirable

7. None.

7. Personal Qualities / Attributes

Essential

1. Commitment to providing excellent Customer Service.
2. Smart appearance, polite, friendly and helpful to others.
3. Ability to remain calm and work effectively under pressure.
4. Self-motivated and willing to use own initiative.
5. Flexible and adaptable for e.g. hours of work, duties, learning new skills etc.

Desirable

6. None.

8. Additional Comment

In the course of your duties, you may have knowledge of or access to information that is confidential. It is essential that such information be safeguarded in accordance with the UK Data Protection Act 2018; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In case of doubt about what is confidential or who is authorised, please consult your line manager.

Note:

Every job description in SRT will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting; or
- as a result of a change in strategic direction; or
- as a result of a team / operational requirements; or
- as a result of agreed performance appraisal needs and objectives; or
- within six months of appointment.

Guidance Notes for Job Applicants

Thank you for your interest in working for Shetland Recreational Trust. An application form and further details relating to the post are enclosed.

For an effective and fair recruitment process we need accurate information from all applicants. We only seek information that is relevant for each vacancy in accordance with employment law, namely the Equality Act 2010, Data Protection Regulations and the Immigration Act 2016.

Pre-employment checks will be undertaken and any offer of employment will be conditional on the outcome of our vetting procedures.

Some of the checks we make are :

- Checking the right to work in the U.K.
- Disclosure Scotland and Criminal Records/Barring checks
- References
- Proof of qualifications

For more information about Shetland Recreational Trust please visit our website at www.srt.org.uk

Job Description and Person Specification

Read the job description carefully and start to think about whether or not you think you can do the job, whether you are interested in it, and why. The person specification is very important. It tells you what we are looking for in terms of skills, knowledge, experience, and personal qualities. This is the most useful document for helping you to complete the application form effectively.

Application Form

Refer to the job description and person specification when starting to complete the application form. It may be useful to write out the form in draft to avoid mistakes or repetitions, then write out the actual form.

Make sure that you clearly show how you meet the essential requirements of the person specification and include all the information you wish us to know. You will only be shortlisted for interview if you provide information to show you meet these requirements.

Do not leave any section of the form blank. Write 'none' or 'not applicable' where you have no information to provide. It is advisable to keep a copy of the completed form for your own reference.

Personal information

We ask for these basic details so that we can contact you. If we are required to telephone you at your current place of work, this will be done with the utmost discretion.

The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.

References

When choosing your referees please ensure that they are people who know about your skills and capabilities. One of these should be your present or most recent employer, or a teacher if, you have just left education. If you are unable to give two such names, you may choose someone who knows you in a personal capacity and can tell us about your character, personality and honesty. These should only be provided if no other referees are available, should not be related to you, and you should state how you know this person.

Education/Training

List all qualifications, including any for which you are awaiting results. We may need to assess whether you meet the required qualifications (if any) for the vacancy. Please include any relevant training.

Employment

Clearly show the details requested. When we ask about employment we are equally interested in voluntary work and work experience, either paid or voluntary. Please account for any breaks in employment, for example, as a result of returning to study, travel, unemployment etc.

Suitability and Experience

Give more details of your qualities, skills, experience, education and training. Demonstrate to us why you are a suitable candidate. Remember to make sure that you use the person specification and try to illustrate your skills and experience through examples of your achievements. You do not have to fill the whole space provided. Alternatively, you may wish to use additional pages if necessary, although these should not be excessive.

Special Requirements or Health Checks

Please tell us of any 'reasonable adjustments' we can make to assist you in your application or with our recruitment process. Please contact Support Services to discuss in confidence.

Depending on the duties of the post, we may require new entrants to complete a medical questionnaire. At interview, we may also ask health-related questions, but only to determine if you can carry out an essential function of the job, e.g. swim, lift sports equipment.

Criminal Records checks

If you are successful at interview stage you will be required to obtain either a **Basic Disclosure, a Standard Disclosure or Protecting Vulnerable Adults Scheme membership**. The level of disclosure check depends on the job applied for, and whether it is considered Regulated Work or not exempt from the Rehabilitation of Offenders Act 1974 (as amended in 2013). All job offers are therefore conditional at interview stage, and it may take 7 to 14 days for Disclosure or PVG membership details to be confirmed.

Additional Documentation / Information

No Smoking Policy

The Trust has a policy of working in a smoke free environment, including the use of vapes.

Declaration

You are now required to date and sign your application form and return it to;
Finance & Corporate Services, Shetland Recreational Trust, Clickimin Leisure Complex, Lochside, Lerwick. Shetland, ZE1 0PJ. Applicants are reminded that all information contained in the form must be true and correct to the best of their knowledge. Any false information or omissions may lead to summary dismissal.

Summary of Particulars of Employment

The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.

Summary for: All Job Applicants

Place of Work: You will be allocated a regular place of work however employees may be required to work at an alternative Shetland Recreational Trust venue during their career with us if required

Hours of Work: Full time hours are 37 hours exclusive of breaks with working hours as arranged with your manager. Part time hours are offered on a pro rata basis

Disclosure checks: You will require a Criminal Records check with Disclosure Scotland; either membership of the Protection of Vulnerable Groups Scheme or Basic or Standard Disclosure. Employment, if offered, will be subject to satisfactory reports.

Pay: Your rate of pay is based on the grade for your job description. Where grades have more than one level, placement is normally at the bottom of the grade. For contracted staff progression takes place annually on the 1st of the month following your 12 month anniversary in post, subject to satisfactory performance.

In addition to basic salary, a distant island allowance is payable at a nationally agreed rate. Part-time Employees' island allowance will be calculated on a pro-rata basis.

Payment Method: Paid monthly, by bank transfer in arrears

Previous Service: Previous service with a relevant organisation under the Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order 1999 as amended will be recognised in accordance with that Order.

Probationary Period: Your employment is subject to an initial probationary period of six months during which your performance will be monitored. This probationary period may be extended by the Trust at its discretion. At the end of the probationary period, your performance will be evaluated and the Trust will confirm in writing with you its decision regarding your continued employment.

Your employment may be terminated on one week's notice given by the Trust at any time during or at the end of your probationary period (including any extensions to the probationary period).

Annual Holidays: The Trust's holiday year runs from 1 January to 31 December.

Employees are entitled to 20 days' paid annual holiday entitlement each year. After 5 years' continuous service with the Trust, the Employee will be entitled to 5 additional annual leave days.

Part-time Employees will accrue annual holiday entitlement on a pro-rata basis.

Public Holidays: Employees are entitled to 13 days' public holidays each year. Employees will be informed of the relevant dates at the start of each holiday year.

Part-time Employees' public holiday entitlement will be calculated on a pro-rata basis.

Sick Pay: If you are absent from work due to sickness or injury and comply with the requirements of the Trust's absence procedure, you will be paid Statutory Sick Pay in accordance with the provisions of the legislation.

In addition to Statutory Sick Pay, you may also be entitled to receive Trust Sick Pay, provided that all terms and conditions relating to the payment of Trust Sick Pay are adhered to.

Pension: Trust employees are automatically brought into the Local Government Pension Scheme (LGPS) on commencement of employment unless they opt out. The Trust has opted out of the state pension scheme and a contracting-out certificate is in force.

Notice: You are required to give one month's notice to terminate your employment.

Diversity: If you have a disability and need assistance in completing your application form, or if you are shortlisted and have special requirements for the interview, please contact us to discuss your needs.

Other Benefits:

All Shetland Recreational Trust employees can benefit from a corporate staff leisure scheme, offering them discounted access to our facilities and also to classes and activities. The Trust also operates a Cycle2Work Scheme, which allows employees to benefit from tax and National Insurance savings on the cost of a new bike. The Trust also operates a Cycle2Work Scheme, which allows employees to benefit from Tax and National Insurance savings on the cost of a new bike. Also as an employee of the SRT you are able to access to our free Employee Assistance Programme (EAP), provided by Care First to all employees of SRT.

Please note that this is a summary of Shetland Recreational Trust conditions of employment. If you are successful at interview and offered employment, the specific conditions that apply to you will be detailed in your contract.

Finance & Corporate Services, Clickimin Leisure Complex, Lochside, Lerwick, ZE1 0PJ
Tel: 01595741000