

JOB DESCRIPTION

POST TITLE: Reception, Café and Administration Assistant

RESPONSIBLE TO: Administration and Finance Supervisor

VERSION: 10th January. 2017

Job Purpose

To provide a reception and café service and support for the administrative functions of the Quay Zone

Principal Duties and Responsibilities

- Undertake daily duties to provide an efficient and effective reception and café service.
- Support for all administrative and financial systems of the Quay Zone,

Specific Post responsibilities

- To be the customer face of the Quay Zone and provide a reception and café service for all users.
- To deal with all customer enquiries, requests and bookings in a polite, friendly and helpful manner whether made in person, over the phone or via email.
- To provide a café service including the preparation and serving of hot and cold food, drinks and snacks and undertaking all associated ordering and administration thereof..
- To handle cash credit and debit transactions together with fulfilling all associated financial management procedures.
- To sell sports goods and equipment and carry out associated stocking, administration and ordering for this service and the Centre's vending machines.
- To maintain the public areas in and around the reception and café seating area in a clean, tidy and hygienic condition at all times.
- To provide clerical support for administrative, employee, financial management and Disclosure Scotland systems as required.
- To assist in the provision of administrative support for the Board of Trustees including attendance at Boards meetings and the preparation of minutes.
- To act as part of the whole facility team by assisting with events and activities and undertaking lifeguarding and first aid duties as required and qualified for.

Job Requirements

- a. To have the utmost discretion and sensitivity in relation to handling of management, financial and personnel information associated with the operation of the Quay Zone and South Carrick Community Leisure.
- b. To operate in a professional manner, be presentable (uniform/ name badges) and present a warm and positive welcome to all customers and visitors to the Quay Zone at all times.
- c. To be willing to achieve a National Pool Lifeguard qualification and maintain it through monthly staff training sessions
- d. To be willing to train and maintain a first aid certificate and render first aid, if required, to the public and staff.
- e. To be on call as and when required.
- f. To be fully aware of, understand and implement, the Normal Operating Procedure and Emergency Action Plan and any other policies and procedures of the Quay Zone
- g. To ensure high standards of health and safety practice are maintained
- h. To assist in the delivery of business objectives by undertaking specific tasks and projects as defined by the General Manager.
- i. To support the corporate work of the Quay Zone by undertaking work within other job areas as directed by the General Manager.

This job description describes the general duties of the post and does not preclude other duties which are necessary for the efficient operation of the charity in meeting its objectives. It is current at the date shown above. In consultation with you, it is liable to variation by the General Manager of the Quay Zone to reflect actual, contemplated or proposed changes in or to your job.

SIGNED
Post Holder

DATE

SIGNED
General Manager

DATE

Person Specification

Attributes	Essential	Desirable
Professional/ Educational Qualifications		First Aid Qualification
Relevant Experience	Administration experience Customer Management Experience	Book Keeping Experience
Special Knowledge/ Skills	Excellent Communication Skills Excellent Administrative and Organizational Skills	Familiarity with Sage Financial Management System
Personal Features/ Qualities	Bright, Welcoming & Pleasant Manner Discrete, Reliable & Honest Confident & Self-Motivated	
Additional Job Related Requirements		