**JOB DESCRIPTION**
**Apprentice Receptionist (18 months)**
**Vacancy Ref: N1741**

<table>
<thead>
<tr>
<th>Job Title: Apprentice Receptionist (18 months)</th>
<th>Present Grade: 3S</th>
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<tbody>
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<td><strong>Department/College:</strong> Sports Centre</td>
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<td><strong>Directly responsible to:</strong> Duty Manager</td>
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<td><strong>Supervisory responsibility for:</strong> None</td>
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**Other contacts**

**Internal:**
University staff and students, Security

**External:**
Contractors, suppliers, emergency services

Working in the Sports Centre as an Apprentice Receptionist you will be required to complete up to 18 months training that will cover all aspects of the role. As an apprentice at Lancaster University, you will have the opportunity to gain practical work experience and training. You will work alongside experienced colleagues learning on the job as well as completing a level 2 or higher apprenticeship in Business and Administration. Successful completion of these studies is an essential requirement of this apprenticeship.

**Purpose of the job:**
Working as part of a team you will be responsible for providing a professional customer focused image of the Sports Centre.

To ensure that visitors experience exceptional customer service you should anticipate and fulfil customer needs through high quality service and customer engagement:

- manage and prioritise all day to day operations for the reception.
- provide a professional first class customer focused reception service.
- deal with a wide variety of people in an efficient and helpful manner, be courteous and sympathetic to the needs of students, staff and visitors.
- communicate effectively at all levels of the organisation and with external customers.

Receptionists will be required to work on a shift rota, which will include regular early morning, evening, weekend and Bank Holiday work.

**Major Duties:**
As the first point of contact to all visitors to the Sports Centre you will respond proactively to queries via telephone and face to face. Excellent customer service skills, high levels of initiative, attention to detail and the ability to effectively multi-task is an essential element of this role.

- To carry out a variety of reception and administration duties in areas; security, receive and record bookings etc. via computerized booking system.
- To handle money and the sale of tickets, sell memberships and secondary sale items.
- To provide security through observation of customers entering and leaving the building. Check membership cards and challenge unauthorized entrance to prevent inappropriate use of the facility.
- Provide control on the movement and safe passage of customers through reception
- To receive and advise students, staff and visitors in a professional courteous and helpful manner.
- To pro-actively gather, monitor and maintain a calendar of information on Sports Centre activities, events and services to ensure a customer-focused response to all queries.
- Responsible for maintaining the professional appearance of the reception. To ensure that information displayed is neatly presented, relevant, up-to-date and regularly replenished.
- To deal with telephone calls and face to face enquiries from both internal and external customers in a polite and efficient manner.
- To contribute new ideas and make suggestions for the continual improvement of services and procedures.
- To promote the Sports Centre’s Customer Care Policy and to integrate in their approach and delivery of services.
- To provide general administrative support to the Sports Centre.
- To adhere to the Sports Centre Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs).
- To assist in the development of 18001 and 14001.
- To ensure that all activities are operated in accordance with Equal Opportunities Legislation and Equal Opportunities Policy.
- Carry out any other duties commensurate with the post as directed by the Duty Manager.