



Colchester Borough Council

JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



Job Title:	CNG Welcome Zone Assistant	Salary Grade:	CMG 13	Post Reference:	
Service Area:	Commercial Services	Section:	Sport & Leisure		

Responsible to: Duty Manager

Line Management responsibility for: No direct staffing responsibilities.

Contact with: Staff and Customers

Purpose of job: To provide an efficient, effective and professional front of house welcome service for the Leisure World Business.

Budget responsibilities: Not applicable

Principal Accountabilities:

1. To contribute personally towards the achievement of the Council's three Core Goals and culture as defined by CBC's organisational attitudes and behaviours.
2. Deliver a friendly, professional and efficient customer service creating a welcoming atmosphere for each of our customers in line with the Leisure World ethos, with the key aim of retaining existing and attracting new customers.
3. Meet and greet customers and exceed their expectations in customer service through providing information and proactively assisting customers in the whole of the front of house area.
4. Collect and record fees for bookings and activities to ensure security of cash and accurate recording of transactions.
5. Take and record bookings of facilities by telephone and in person to ensure correct allocation of facilities.
6. Deal with customer enquiries and incoming telephone calls efficiently and courteously in order to provide an effective communications system and a high standard of customer care.
7. To up-sell the services we offer by keeping customers informed of promotions or options available to them and offering tours of the facilities as required.
8. Carry out a range of other welcome service or clerical duties as required by the Duty Manager.
9. To comply with the Council's Safeguarding policies with regard to children and vulnerable adults

Disclosure and Barring Service Registration required: No

Level of check required:

Where staff will carry out defined, regulated activity with children/vulnerable adults

Public Sector Network independent check required:

No

Level of check required:

Where staff will access sensitive information using a PSN/need a .GCSX e-mail address

Politically Restricted Post: No

PERSON SPECIFICATION

The following are the qualifications or equivalent experience that apply to this role:-

We expect you to have:	We also hope that you have:
<ul style="list-style-type: none"> • Been educated to a level of at least 5 GCSE (grades A to C), including maths and English, or equivalent, or have relevant experience. 	

Skill groups	Skills
	We expect/hope you have:
Role-specific technical skills	<ul style="list-style-type: none"> • Able to work both independently, using judgement and initiative and as part of a busy team • Able to deal professionally, politely and confidently with our customers in all interactions • Have accurate cash handling skills • Have good telephone skills • Have confidence in using the ability to fluently assist customers with the use of IT systems and other technology • Have confidence in 'walking the floor' to approach customer to offer assistance • Be confident in selling memberships by providing the best options available and upselling where appropriate
Impact and influence	<ul style="list-style-type: none"> • Be able to build and use relationships with staff and customers alike
IT Skills	<ul style="list-style-type: none"> • Microsoft Office365 applications (Outlook, Word, Excel, Powerpoint)
Specialist Communication skills	<ul style="list-style-type: none"> • Listen and use effective questioning techniques to identify customer needs. • To adapt where appropriate to meet special requirements e.g. disability and enquiries of a sensitive nature. • Provide best recommendation based upon understanding customer needs. • Pay attention to detail and accuracy when recording all aspects of customer interaction.

The following are any physical or special attributes that apply to this role:

We expect you to be able to:	We also hope that you are able to:
<ul style="list-style-type: none"> • Work some early mornings, late evenings weekends and Bank Holidays • Be able to travel to and from any Sport & Leisure site as required 	

Prepared by: Zoe Punchard

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