



# Colchester Borough Council

## JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



<b>Job Title:</b>	CNG Welcome Zone Officer	<b>Salary Grade:</b>	CMG 12	<b>Post Reference:</b>	
<b>Service Area:</b>	Commercial Services	<b>Section:</b>	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 and administration and/or sales function 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. Working a rostered Early and Late Duty shift, take responsibility for the smooth and efficient running of the Welcome Zone front of house service, ensuring that all duties are completed, and financial control measures and checks implemented.
3. To take responsibility as the Assembly Point Co-ordinator in accordance with the Emergency Evacuation Procedures (EAP)
4. In the absence of the Duty Manager in the building to cover as first line of support for customer queries/complaints, before escalating to the Duty Manager whilst on the wider Sports Park.
5. To deliver a friendly, professional and efficient customer service creating a welcoming atmosphere for each of our customers in line with the Leisure World ethos. To meet and greet customers and exceed their expectations in customer service through providing information and proactively assisting customers, with the key aim of retaining existing and attracting new customers by up-selling the services we offer by keeping customers informed of promotions or options available to them.
6. To actively seek new sales and sell memberships in line with agreed sales target with integrity and full clarity of information.
  - Conduct sales tours of facilities and give guidance to prospective customers on the type of membership category best suited to their needs and requests.
  - To communicate regularly with customers to encourage loyalty and retention,
  - To inform of special offers and encourage participation.
  - Promote activity and services in conjunction supporting the facility marketing plan
7. To sell tickets, take payment and record bookings of facilities/services by telephone and in person to ensure correct allocation of facilities, ensure security of cash and accurate recording of transactions.

8. To carry out a range of other 'Welcome Host' duties as required from time to time by the Duty Manager including the Café, Cycle Shop areas to ensure high levels of service throughout the facility are maintained to encourage increased sales in all areas.
9. To assist with the general operational needs of the service as required.
10. To carry out a range of other administration tasks, as agreed with the Duty Manager, associated with offering an efficient and effective support to the Welcome Zone service.
11. 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:-**

<p>We expect you to have:</p> <ul style="list-style-type: none"> <li>• Been educated to a level of at least 5 GCSE (grades A to C), including maths and English, or equivalent, or have relevant experience.</li> </ul>	<p>We also hope that you have:</p> <ul style="list-style-type: none"> <li>• Knowledge of Leisure Management Software including back office support functions</li> <li>• A qualification in administration procedures</li> <li>• Knowledge of the Sales process</li> <li>• Level 3 Award in First Aid at Work</li> <li>• Level 2 Automated External De-Fibrillation Qualification</li> </ul>
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Skill groups	Skills
	We expect/hope you have:
Role-specific technical skills	<ul style="list-style-type: none"> <li>• Able to demonstrate suitability for working in a front facing role with the public including children/vulnerable adults</li> <li>• Able to work both independently, using judgement and initiative and as part of a busy team</li> <li>• Able to deal professionally, politely and confidently with our customers in all interactions</li> <li>• Have accurate cash handling skills</li> <li>• Have good telephone skills</li> <li>• Have confidence in using and the ability to fluently assist customers the use of IT systems and other technology.</li> <li>• Have confidence in 'walking the floor' to approach customers to offer your assistance.</li> <li>• Being able to stay calm and focused during an emergency situation where Co-ordination is needed.</li> <li>• Financial administration skills and training</li> <li>• Experience in reconciliation</li> <li>• Able to promote and up-sell products</li> </ul>
Leadership/Management	<ul style="list-style-type: none"> <li>• Have integrity</li> <li>• Be able to inspire and motivate others</li> </ul>
Impact and influence	<ul style="list-style-type: none"> <li>• Be able to build and use relationships with staff and customers alike</li> </ul>
IT Skills	<ul style="list-style-type: none"> <li>• Microsoft Office365 applications (Outlook, Word, Excel, Powerpoint)</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Be methodical and organised</li> <li>• Be able to plan, monitor and prioritise</li> <li>• Be logical</li> <li>• Have attention to detail and accuracy</li> <li>• Able to produce documents to a high grammatical and presentation standard</li> <li>• Administration skills, training and experience.</li> <li>• Customer Service Training</li> </ul>

	<ul style="list-style-type: none"> <li>• Marketing and Social Media experience</li> </ul>
Sales	<ul style="list-style-type: none"> <li>• Have excellent sales skills and techniques</li> <li>• Sales skills and training</li> <li>• Retail Experience</li> </ul>
Specialist Communication skills	<ul style="list-style-type: none"> <li>• Listen and use effective questioning techniques to identify customer needs.</li> <li>• To adapt where appropriate to meet special requirements e.g. disability and enquiries of a sensitive nature.</li> <li>• Provide best recommendation based upon understanding customer needs.</li> <li>• Pay attention to detail and accuracy when recording all aspects of customer interaction.</li> </ul>

**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"> <li>• Work flexibly as appropriate – including attendance at meetings as and when required</li> <li>• You need to be available to work on a rota and/or shift basis which may cover some early mornings, late evenings weekends and Bank Holidays</li> <li>• Be able to travel to and from any Sport &amp; Leisure site as required</li> </ul>	<ul style="list-style-type: none"> <li>• Have stamina and the ability to work under pressure</li> </ul>

Prepared by: Paul Richardson	Date: 26.08.20
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