



Job Description & Person Specification

Position Details

Position: Receptionist	Department: Operations	Reporting To: Reception Manager
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Overall Objective: To provide a professional and first-class welcome to all Club staff, guests, visitors and contractors, ensuring all guests are greeted and catered for whilst ensuring security matters and communications are efficiently handled. The Reception (Front of House) Team will act as the welcoming face of the Club and serve to ensure the integrity of our security is maintained at the reception areas whilst also providing basic administrative support to the Club.

Job Description

Main Duties:

- Ensure that all customers are greeted in a friendly and professional manner and that the appointment maker meets the client within the agreed SLA.
- Ensure that all entrance areas across the Club's Training Grounds are clean and tidy, reporting any shortfalls to Housekeeping.
- Manage and control the meeting room booking system and receive and pass on meeting facility requests to the appropriate department.
- To be responsible for refreshments for guests in all receptions and to work alongside Catering in ensuring the meeting rooms are appropriately stocked and cleared between meetings
- Report to the Reception Manager if any meeting rooms are not being used appropriately, delayed unused or overbooked.
- Liaise with Catering and Security to ensure you are aware of daily business - you may be required to attend weekly meetings with the Caterers, Security and Operations in the absence of the Reception Manager
- Liaise with Security to cross check daily guest lists and meetings scheduled
- Complete and issue 'Visitors/Contractors' identity badges and liaise with Security staff where necessary.
- Keep an electronic diary of all pre-arranged appointments liaising with relevant members of staff
- Ensure that the Reception desk is always manned and suitable staff cover is arranged to include lunch breaks.
- Book taxis or couriers for senior management and guests as and when required.
- Ensure that the staff contact telephone list is kept up to date and circulated accordingly.
- Log receipt of all post and ensure deliveries to the desk. Inform the addressee of any parcels delivered and maintain a stock control check on parcels being collected.
- Offer a postal daily delivery service to all departments ensuring that post is sorted and delivered promptly after receipt.
- Sort outgoing post, by department, and keep relevant records for all special/signed-for letters and parcels.
- Check stock levels and order Royal Mail supplies as and when required.

- Book couriers for the business as requested ensuring that the staff member making the request provides you with a Purchase Order.
- Provide an administration service across training ground business units, as directed by the Reception manager, to include responding to charity requests and fan mail.
- To communicate with Security on untoward incidents including threatening or unruly behavior and act as a soft check on unwanted guests or intruders.
- Any hazards or health and safety issues should be reported to the Reception Manager.
- To act as a Club Fire Warden and assist with the effective evacuation (training provided).
- Liaise with department heads to ensure marketing literature is up to date in the Reception area.
- Maintain the cleanliness of the reception area and contribute to the upkeep of the area (e.g. flower changes)
- To work flexibly as part of a team on a rota system across the week with evening and weekend work included
- Ad hoc duties to assist the business as and when required, as directed by the Head of Operations.
- You should carry out your responsibilities at all times, with due regard to the Club values, policies and procedures, in particular Health & Safety, Equality and Diversity, Confidentiality with regard to the Data Protection Act;
- You must undergo training and carry out an Equality Impact Assessment on all policies, projects, strategies and plans in line with the Club's Equality Standards.
- The purpose of this job description is to focus attention on the most important aspects of the role of Reception. It is not intended to be a complete list of every duty and it is therefore expected that the day-to-day performance of the job will include tasks not listed above.

Person Specification

Essential

- To demonstrate honesty, integrity, reliability and the ability to ensure confidentiality at all times.
- To have a pleasant, welcoming, professional and discreet manner,
- To be well organised with the ability to multi-task and perform well under pressure.
- To have a basic knowledge of Microsoft Office.
- To be able to communicate to the highest level; to listen, interpret and convey information in a clear and accurate manner, providing timely delivery of information and select the most appropriate method of communication.
- To be able to work within a team environment, co-operate with others, consider the needs of others and help others to achieve objectives.
- The ability to work autonomously on your own initiative, to be pro-active in managing your own workspace, building an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner.
- To be resilient with the ability to maintain professionalism and a calm demeanor at all times;
- Able to work to tight deadlines;
- Experience working in a customer services environment.

Role Requirements

- To undertake required training, including mandatory Club Equality and Diversity and Health and Safety training and Club Safeguarding Induction.
- To ensure that the Club's Safeguarding policies and procedures are adhered to at all times.
- To adhere and communicate the Club's brand values to stakeholders through your daily work.

Leicester City Football Club is an equal opportunities employer and is committed to provide equality and fairness for all employees. Leicester City Football Club opposes all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.

Employee _____
PLEASE PRINT NAME

Employee Signature _____ Date _____.

Head of Department _____
PLEASE PRINT NAME

Head of Department
Signature _____ Date _____.