

# Job Description

## Reception and Admin Supervisor



**Job Title:** Reception and Admin Supervisor

**Responsible To:** Reception and Admin Manager

**Direct Reports:** N/A

**Place of Work:** Ponds Forge ISC

### **Purpose of Job:**

- The role will help to deliver an efficient and effective Front of House operation, meeting and greeting customers including organising staffing and rotas.
- Generation of new business, memberships, selling and promoting the facilities by capitalising on all opportunities.
- Increase sales income across the group, promoting SCT and all other business arms of the organisation.
- Help the cashier with banking income and preparing floats and income summaries, as well as completing month-end tasks.

### **Key Responsibilities:**

#### **1 Core Values**

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.
- To ensure sales approaches, proposals, marketing and all communication reflects the Core Values of the Company.

#### **2 Customer**

- To ensure all of our customers receive individual attention, help, advice and a welcoming environment.
- Ensure Reception Teams effectively manage all prospective members to ensure the relevant product, membership and or package is offered.
- Ensure data capture is maximised and is accurate, timely, consistent and relevant.
- To provide comprehensive tours of the facility, demonstrate and understand the benefits of all venues.
- To attain targets, objectives and key tasks as set by the Reception and Admin Manager.
- To complete all necessary documentation required to ensure the membership and products are processed and recorded accurately and updated accordingly.
- To ensure Reception Team follow up on all new members and Induction dates are set, follow up checks are completed, and sales and service calls are carried out in the required time.

### **3 Financial**

- To adhere to all cash handling procedures and ensure controls are in place and monitored.
- All administration is reported on a daily/ weekly and monthly basis or as required.
- To take accountability for all individual and team targets set.
- To play an active role in minimising and controlling expenditure.
- Ensure the weekly cash reconciliation sheet is completed and communicated, report any discrepancies.
- Ensure income from vending, lockers, programmes etc are counted, banked and reconciliation sheets completed.
- Provide petty Cash and manage cash floats. Refill change machines

### **4 Communication and People**

- To ensure an awareness of all daily events, promotions and programmes.
- Lead and Develop a team of Receptionists.
- Arrange work schedules briefs for Receptionists.
- To maintain systems of communication to ensure that all staff and other departments/sections are kept up to date with activities, events and policies.
- Train, develop, guide, mentor and support the team to ensure KPI's are achieved for all areas of the business.
- To develop and maintain effective conversations with all customers either by telephone or face to face.
- Promote the sales culture throughout the Company.
- To ensure the standard telephone procedures are adhered to.
- Develop a clear understanding of the sales and membership process.
- To ensure safe use of the facilities with regard to parent/child ratios and any other safety guidance.
- To take part in regular team meetings and staff training.
- Maintain a full understanding of all areas of the business to include knowledge of all sites, future developments and details of operational and Company policies.

### **5 Operations**

- To fully comply with cash handling procedures.
- To report any defects/equipment failure within the area to the Duty Manager or Line Manager.
- To complete all administrative duties as required.
- To check out of date signage and remove.
- To Manage the PA system and ensure the call out system is followed for customer information and emergencies.
- To ensure the Company Data Protection Policy and Procedures are adhered to.

### **6 Key Performance Indicators**

- Actively promote and generate sales both online and offline.
- Ensure targeted calls and appointments are completed by Reception Teams within the weekly and monthly set/ agreed targets.
- Customer service comments.

## **7 Health and Safety**

- To adhere to the Company's health and safety policy and procedures at all times.
- To comply with all risk assessment requirements.
- To assist with emergency procedures within the venue.
- To be aware of the first aid procedure and contact first aiders as required.