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| ***Job Title:***  ***Salary:*** | ***Receptionist*** | | | | |
| ***Reports To:*** | ***Centre Manager*** | | | ***Jobs Reporting into the Job‑Holder:*** |  |
| 1. ***Job Purpose*** | | | | | |
| *The Receptionist is responsible for working alongside the Centre Manager to deliver the successful management of the facilities at Rectory Park, Northolt, ensuring the safe and cost‑effective operation of the venue whilst representing Middlesex FA to customers.*  *The Receptionist needs to possess good inter-personal skills with a cheery and chatty attitude and an understanding of the daily operation a facility.* | | | | | |
| 1. ***Principal Accountabilities/Responsibilities*** | | | | | |
| ***Operational***   * *Meet and greet clients and visitors to the Centre* * *Provide customer support* * *Prepare facility requirements to ensure an outstanding customer experience* * *Support the Centre Manager to ensure the facility complies with Health & Safety legislation through risk management audits and inspections to identify areas of repair and/or improvement* * *Cleaning, organising and maintaining the reception area* * *Support the team with cleaning responsibilities* * *Arrange catering for daily office use* * *Take facility bookings following agreed processes and procedures to ensure business rules are applied* * *Through predetermined software maintain accurate records of all visitors to the facility and their activities* * *Using the Public Address system as needed to call for people and make announcements* * *Ordering operational supplies* * *Support the development of the catering operation by preparing and serving food and beverage to visitors* * *Work with catering and duty staff on a day to day basis for the running or functions and events* * *Support services including but not limited to, waste disposal, vending and car parking* * *Work alongside the Centre Manager to control consumable costs with the support of the management team* * *Represent the business with a positive and professional appearance* * *Maintaining front door security and reporting any suspicious activity*   ***Customer Experience***   * *Drive passion for the overall standards and appearance of the facility at all times* * *Be an advocate of the brand, by compliance with policies, procedures and brand standards* * *Work with the casual Facility Attendants to deliver great first impressions and customer journey expectations*   ***People***   * *Build relationships with new and existing partners to provide services for the delivery of third-party events, sporting or non-sporting* | | | | | |
| 1. ***Person Specification*** | | | | | |
| ***Knowledge/Experience/Technical Skills/Behaviours*** | | | | | |
| ***Essential:-***   * *Experience of working within a receptionist environment and strong interpersonal skills* * *Health and Safety experience* * *Working experience using Microsoft Office and the ability to adapt to using modern technology, whilst championing innovation* * *An ability to engage with both the paid and volunteer workforce* * *Willing to work at peak times including evenings and weekends* * *Demonstrate a working understanding and application of inclusion, equality and anti discrimination, safeguarding and best practice* | | | ***Desirable:-***   * *Catering experience* * *Qualified First Aid at work* * *Experience in a football setting* | | |
| ***b) Behaviours*** | | | | | |
| * *Problem solving* * *Teamwork* * *Communication and influencing* * *Customer excellence* * *Developing self and others* | | | | | |
| ***Further Information***  *As this role involves direct access to young persons under the age of 18, within the context of the job or any subsequently related activities or responsibilities, the successful candidate will undergo a thorough screening process, which will include a Criminal Records Check through the Disclosure and Barring Service, to ensure their suitability for the role.* | | | | | |
| *Completed by Name/Role* | | *Andy Perren – Centre Manager* | | | |

This job description is only a summary of the role as it currently exists and is not meant to be exhaustive.  The responsibilities/accountabilities and skills/knowledge/experience/behaviours might differ from those outlined and other duties, as assigned, might be part of the job.