



THE
DW
STADIUM



Job Title	Receptionist	Reports To	Head of Football Administration
Location	Euxton Training Facility		
Department	Football Administration		
Job Purpose			
To deliver a high-quality reception service to the first team training facility through the effective delivery of all receptionist procedures.			
Jobs reporting into the job holder		None	
Key responsibilities and duties			
<ul style="list-style-type: none"> • Greeting and directing staff and visitors attending events at the training ground in a polite, prompt and efficient manner • Anticipating customer needs whenever possible to enhance the customer journey and experience • Ensuring all staff and contractors follow the correct signing in and signing out procedures • Handling the incoming and outgoing post and deliveries in line with company guidelines • Keeping the reception area tidy at all times • Answering, screening and forwarding incoming phone calls • Opening and closing the facility in line with company procedures when required • Maintaining stationery supplies • Facilitating the distribution of staff tickets/parking passes • Distribution of outgoing ticket requests for the recruitment department • Arranging travel and accommodation for the recruitment department on an ad hoc basis • Issuing badges to external visitors • Performing administration duties, such as; filing, photocopying and faxing • Managing access to the site via the intercom system 			
Health and Safety			
<ul style="list-style-type: none"> • Fully endorse, demonstrate and carry out the group's health and safety policy. • Comply with all group policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place, and assist if required with the amending of risk assessments periodically. • Have a full knowledge of procedures for evacuation with regard to fire. • Identify and report maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury. 			
Safeguarding			
<ul style="list-style-type: none"> • The group is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment. • The employee must act to protect all young people and vulnerable adults that are in their care or attending the group's premises. The employee must report any misconduct or suspected misconduct to the Head of Safeguarding. 			
General			
<ul style="list-style-type: none"> • Cooperate fully with colleagues and be flexible when assisting them in response to business needs of the group. • Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers. 			

- The above job description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the group.

DBS Check Required Yes

Person Specification

	Essential Requirements	Desirable Requirements
Qualifications	<ul style="list-style-type: none"> • GCSE English and Maths (A*-C) or equivalent 	
Experience	<ul style="list-style-type: none"> • Proven experience of working as a Receptionist • Experience of working with the general public, face to face and on the telephone • Previous experience of coping effectively with multiple tasks and prioritising own workload • Track record of delivering quality customer service 	<ul style="list-style-type: none"> • Switchboard operation experience
Knowledge & Skills	<ul style="list-style-type: none"> • Understanding of good customer service • Ability to develop and maintain professional stakeholder and staff relationships. • Proven written and verbal communication skills and the ability to articulate information and influence others. • IT literate, with the ability to use the full Microsoft Office package. • Ability to provide accurate information under pressure and to deadlines • Ability to work independently and as part of a team. 	
Personal Qualities	<ul style="list-style-type: none"> • Friendly and approachable • Punctual • Flexible and hard working in a fast-moving environment • Ability to adapt and take on new initiatives • An understanding of the importance of good confidentiality practice • An ability to apply equal opportunities to service delivery 	

I confirm that I have read and agreed to this job description outlining the main duties of my job role.

Job Holder Name:

Signed:

Date: