

GREAT AYCLIFFE TOWN COUNCIL



CANDIDATE PACK

Post	Temporary Receptionist (Part-time 16hrs per week) pending staffing review – post could become permanent.
Post Number	LR03
Closing Date	10am – Monday 6 th December 2021
Interviews	Thursday 9 th December 2021 (morning)



The Oak Leaf Sports Complex is, a family friendly facility, open 7 days each week. We provide facilities for the following sports: five-a-side football, badminton and table tennis. The Complex also provides the Town's only squash courts and indoor bowls facility.

The bar/catering function provides an excellent facility and a range of reasonably priced meals. The function room can cater for 60 users and provides a venue for a number of work and leisure activities such as meetings/conferences, birthday parties and exercise classes.

The mission statement for the Oak Leaf Sports Complex is:

**TO SUPPORT AND IMPROVE THE HEALTH, WELL BEING AND QUALITY OF LIFE
THROUGH SPORT AND RECREATION**

The key to our success will be to: -

- ✓ **Provide continual improvements to our services**
- ✓ **Continue to be customer focused**
- ✓ **Stay firm and strong in difficult economic conditions**
- ✓ **Strengthen our position within the local community**
- ✓ **Engage the local community in our development**

This will lead the way forward to provide access and opportunity for all who are interested in sport and health.

OUR AIMS

- To provide value for money activities and facilities for all users of the facility.
- To provide a professional and friendly service.
- To increase wider participation in physical activity
- To nurture talented athletes within available resources
- To provide the opportunity to improve the health and well-being.
- To encourage young people's participation in sport.
- To provide clean, safe and attractive facilities.
- To operate sound and consistent business practices.
- To provide a positive working environment for our employees.

OUR OBJECTIVES

- To increase community participation in physical activity.
- To maintain or improve customer satisfaction to a high level.
- To participate in sports development initiatives.
- To reduce the cost of running the service, whilst maintaining high standards.
- To maintain staff satisfaction.

STAFF STRUCTURE

Manager

Duty Manager (x3)

Administration Assistant

Cook (x2)

Bar Assistants (x6)

Maintenance Operative

Receptionists (x4)

Sports Attendants (x3)

Cleaners (x3)

Sports Coaches (x1)

Casual Pool (x5)



Oak Leaf Sports Complex

Appointment of Temporary Part time - Receptionist (3 month initially, could lead to permanent subject to staffing review)

Post No. LR03

**Spinal Scale – Point 4 (16 Hours per Week) pending staffing review
£9.81 PER HOUR**

Applications are invited for the above post which forms part of the team within the OakLeaf Sports Complex.

Do you want to work in a small friendly environment? Are enthusiastic and full of ideas? We have a temporary, Part time vacancy for a Receptionist at the Oak Leaf Sports Complex. This post will involve a range of duties to assist in the provision of an effective and high-quality leisure service. You will be required to work on a rota basis including evenings and weekends.

The candidate must be literate and numerate, together with previous experience of working within a customer care environment.

Hours include evenings and weekends on a rota basis.

For further details or an informal discussion about the post, please contact the Centre Manager Andy Clark on 01325 300600 or by email at andrew.clark@great-aycliffe.gov.uk

Closing Date for Applications: 10am on Monday 6th December 2021
Interviews will be held on Thursday 9th December 2021

PLEASE NOTE CVs **WILL NOT BE ACCEPTED** FOR THIS POST you must complete an application form and send it to info@great-aycliffe.gov.uk with Job Application in the subject line.

Application packs can be obtained by telephoning 01325 300700, e-mailing: info@great-aycliffe.gov.uk, or from the Council website: www.great-aycliffe.gov.uk

Guidance Notes for the Application Process

Thank you for showing an interest in the vacancy we advertised.

Please make every effort to complete all sections. Do not send us a CV (career summary) as we will not be able to consider it. When filling in the application form, type or write clearly in black ink. This helps us with photocopying. In exceptional circumstances if you are unable to complete an application form a CV will be accepted. This must be agreed with the Town Clerk.

In the interests of economy, receipt of your application will not be acknowledged unless you enclose a stamped addressed envelope or an e-mail address.

If you have not been contacted with regard to your application within four days of the stated closing date, please assume that it has been unsuccessful.

Please check the cost of postage as some applications weigh more than the usual first or second class postage prices.

Applications should be sent to:

Great Aycliffe Town Council
Council Offices,
School Aycliffe Lane
Newton Aycliffe,
Co. Durham.
DL5 6QF

Applications can be e-mailed to info@great-aycliffe.gov.uk these can be signed at the interview.

Recruitment Timetable

The selection process will involve an interview which will take place at the Council Offices, School Aycliffe Lane, Newton Aycliffe with a Senior Officer and the Manager. Only short listed applicants will be notified by letter.

The timetable is as follows

Closing Date	Monday 6th December 2021 – 10am
Short listing	Monday 6th December 2021
Interviews	Thursday 9th December 2021 - morning

If you have any queries on any aspect of the appointment process, or require additional information or merely wish to have an informal and confidential discussion, please contact Andy Clark on 01325 300600 or email Andrew.clark@great-aycliffe.gov.uk

For further information about Great Aycliffe Town Council, please visit the council's website at www.great-aycliffe.gov.uk

When we are recruiting our new employees we use the following documents:

Job Description

Person Specification

Application Form

**GREAT AYCLIFFE TOWN COUNCIL
OAK LEAF SPORTS COMPLEX**

JOB DESCRIPTION

POST:	Temporary Receptionist Part-Time (16hrs per week)
RESPONSIBLE TO:	Manager/Duty Manager
SECTION:	Leisure
SALARY:	Scale Point 4 (£9.81)

Purpose of the Job

To assist in the provision of an effective and high-quality leisure service at the Council's Oak Leaf Sports Complex or at such other premises owned by the Council at which such services are provided in line with the relevant Council policies and procedures.

Main Duties and Responsibilities

- 1 To provide a professional initial contact both face to face and over the telephone for users of the Complex.
- 2 To provide information to customers on activities, facilities, events and functions.
- 3 To take bookings for the use of the Council's facilities and equipment and to maintain the appropriate records thereof in accordance with the rules and procedures.
- 4 To receive payment from, and issue receipts to, those using, purchasing goods or hiring equipment of any description sold at the Oak Leaf Sports Complex (including membership cards) in accordance with the rules and procedures.
- 5 To take receipt of items of lost property and enter details in the Lost Property System.
- 6 To receive cash takings from the gaming and vending machines within the premises and to account for the same in accordance with rules and procedures.
- 7 To allocate lockers for use by bowlers with reference to the Complex's waiting list.
- 8 To undertake basic clerical and I.T. duties as requested.
- 9 To ensure the highest standard of customer care is delivered to all customers
- 10 To assist in the cleaning of the complex as instructed by the Manager/Duty Manager.

Equipment / Stock

- 11 To maintain appropriate stock and equipment control records as per policies and procedures.

Health & Safety

- 12 To fulfil the post holder's duties as set out in the Council's Health and Safety Policies.
- 13 Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.
- 14 Take reasonable care of your own health and safety and co-operate with the Town Clerk and other managers, so far as is necessary, to enable compliance with and fulfilment of the Council's health and safety rules and legislative requirements.

General

- 15 Participate in team meetings and contribute ideas, etc where possible.
- 16 Report any damage or maintenance problems discovered as a result of carrying out designated duties.
- 17 To adhere to all Council policies and procedures.
- 18 To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post thereby ensuring an effective service is maintained.
- 19 To provide mentoring and training to new and current staff
- 20 Adhere to the staff rota and cover vacant shifts as requested,
- 21 To undertake such other duties, commensurate with the grade and responsibilities, as may be required from time to time by the Manager or Duty Manager.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.

PERSON SPECIFICATION

JOB TITLE: Receptionist

SECTION: Leisure

GRADE: Spinal scale point 4

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	<ul style="list-style-type: none"> • 4 GCSEs or equivalent including English and Maths • Customer Care • I.T. 	<p>Application form</p> <p>Original Certificates</p>
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Experience of dealing with the public • Experience of acting as the first point of contact • Understanding of health and safety at work 	<ul style="list-style-type: none"> • Understanding of Data protection • Experience of handling money • Experience in using an integrated computer booking and payment system • Previous experience of local government 	<p>Application form</p> <p>Interview</p>
SKILLS	<ul style="list-style-type: none"> • Able to prioritise own workload to meet a flexible and changing environment • Has excellent interpersonal skills • Shows initiative and can work unsupervised 	<ul style="list-style-type: none"> • Confident in handling difficult situations which could be confrontational • Comfortable working in a busy environment and working under pressure • Able to carry out duties in a manner that shows an awareness of security needs 	<p>Application form</p> <p>Interview</p>
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Adaptable, flexible and efficient. • Able to work weekends, evenings and bank holidays, as required. • Willing to undertake training. • Able to remain calm under pressure and take responsibility. • Presents a professional and friendly disposition • Is prepared to wear a uniform • Must be able to work as part of a team • Good communicator 		<p>Application form</p> <p>Interview</p>