

# WE'RE

# RECRUITING

Join the team at Denbighshire Leisure Ltd.





## Receptionist

Job reference:

Location: Various sites across Denbighshire

Salary: Grade 3, £9.36 per hour

Hours: As advertised

Contract: Permanent

Closing Date:

Interview Date:

### How to apply:

If you are interested in this vacancy, please apply on-line via the website [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk). For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

## Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.



This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

*'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'*

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 water park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



## Denbighshire Leisure Ltd.

Denbighshire Leisure Ltd. is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd. are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

[Our People](#) | [Our Business](#) | [Our Community](#)



## Job Description

Job Title: Receptionist

Grade: 3

Company : Denbighshire Leisure Ltd.

Responsible to: Duty Officer / Supervisor

Job ID Number / Date Issued:

### Job Purpose:

To provide a welcoming reception service that deals effectively and efficiently with customer enquiries and ticket sales. Under the instruction/guidance of senior staff: provide general administrative support to the team.

### Principal Accountabilities and Responsibilities:

- To be the first point of contact for customers, ensuring they receive the highest level of customer service with a view to promote return custom.
- Undertake reception and/or greeting duties, answering routine telephone and face to face enquiries;
- To process ticket sales and bookings (phone, email, online and in person) through the centre's booking/ticketing system.
- To input customer and booking information on to the booking/ticketing system accurately.
- To process payments, refunds and issue receipts for the use of facilities.
- To answer telephone, online and face to face enquiries promptly, ensuring the highest standards of customer service at all times.
- To ensure customer enquiries and complaints are dealt with professionally and effectively, and to maximise opportunities to upsell items according to customer needs.
- To build the company's reputation by ensuring all customers receive excellent service during their visit.
- To assist the Duty Officer in maintaining access control into the facility.
- To ensure customer data is collected and stored in line with the company's data protection policies.
- To carry out shift reconciliation and handle cash ensuring all monies are recorded accurately.
- To assist in ensuring that the centre's posters, leaflets and digital screens are kept up to date at all times.
- To assist with general administrative duties as required.
- Participate in training and other learning activities and performance development as required;
- Undertake other relevant duties as agreed by Line Manager.

### Resources/Equipment/Material

Information management, booking and ticketing system.



## Knowledge, Skills, Training and Experience

- Excellent customer service skills
- General clerical/administrative work
- Good numeracy/literacy skills
- Good understanding and ability to use relevant technology
- Keyboard/computer skills
- Participate in development and training opportunities
- Work constructively as part of a team, understanding roles and responsibilities and your own position within these.
- Ensure confidentiality, tact and diplomacy are maintained as appropriate.

## Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; DBS clearance, 2 satisfactory references covering 3 years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

## Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.

## Context

This role is integral to the reputation of Denbighshire Leisure Ltd. The post holder will play a valuable role establishing direct contact with the customer. He/she will support the comprehensive range of services on offer within the facility and will be required to work across a shift basis including unsociable hours.



# Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post title: Receptionist

Company: Denbighshire Leisure Ltd

Grade: 3

Criteria	Essential	Desirable	Method of Assessment
Education and qualifications	5 GCSE's, Grades A – C or equivalent (including Maths and English) or experience in relevant discipline	ECDL or equivalent	Application form
Relevant experience	Experience of working in an admin / clerical / finance environment	Experience of working within a Leisure related field	Application form Interview
Job related knowledge and skills	Excellent customer service skills  Very good IT skills to include word processing, spreadsheets and databases	Note taking  Knowledge of relevant policies/codes of practice & awareness of relevant legislation	Application form  Interview

Criteria	Essential	Desirable	Method of Assessment
Job related knowledge and skills	Very good numeracy and literacy skills		Application form Interview
Personal qualities	Ability plan and prioritise the delivery of workload  Good communication skills - face to face, in writing, telephone and email  Work constructively as part of a team  Respects and maintains confidentiality at all times		Application form Interview
Other requirements	Empathy with the Welsh Language and Culture	Ability to communicate through the medium of Welsh	Application form Interview





**Thank you for your interest.**

For more information please contact Commercial Managers, Ian Olson on [ian.olson@denbighshireleisure.co.uk](mailto:ian.olson@denbighshireleisure.co.uk), 01824 712375 or Steve Baldwin on [steven.baldwin@denbighshireleisure.co.uk](mailto:steven.baldwin@denbighshireleisure.co.uk), 01824 712378



[www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk)



Denbighshire Leisure Ltd

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