

WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd.





Guest Services Assistant

Location: Ruthin Leisure

Salary: £18,562 to £19,312 per year

Hours: 30 hours per week, annualised

Contract: Permanent

Closing Date: 19 January 2021

How to apply:

To apply, please visit www.denbighshireleisure.co.uk/careers and apply online. For alternative methods of applying please contact Our People Team on 01824 706194.

You should receive an automated email upon submission of your application form, confirming it has been received. We will shortlist for interview shortly after the vacancy has closed, and if you have been selected for interview, you will receive an email with details.

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: Guest Services Assistant

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, bookings, membership sales, and general admission sales. To proactively promote the full range of offers available at the centre and the company's other leisure centres, attractions, and food and beverage outlets. You will be expected to apply a 'customer first approach' to all aspects of our customer operations, delivering exceptional customer experience, generating repeat business and embedding DLL's reputation for excellence

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.
- Ensure appropriate upsell opportunities are suggested for all bookings and transactions wherever possible.
- 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.
- Keep up to date with availability, promotions and pricing in order to provide advice to guests as necessary and maximise sales opportunities.
- 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 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.
- 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
- Good numeracy/literacy skills
- Good understanding and ability to use relevant technology
- 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. For sites linked to a School, this post requires an enhanced DBS check. For sites not linked to a School, the post will require a basic DBS check.

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.



The three pillars of Denbighshire Leisure Ltd:

Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

"The post holder is key to ensuring that '...by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors."



Vision / Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a 'one team - one bank account' philosophy.



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	Method of Assessment
Education and qualifications	1. GCSE in Maths and English or experience in a relevant discipline	Application form
Relevant experience	2. Previous experience within a customer facing role 3. Previous experience within the attraction, leisure or hospitality sector (desirable)	Application form Interview
Job related knowledge and skills	4. Good literacy and numeracy skills 5. Good telephone manner and IT skills 6. Excellent communication and interpersonal skills with a confident and outgoing personality and an ability to interact with people at all levels 7. Ability to take initiative and a practical approach to problem solving	Application form Interview

	Criteria	Method of Assessment
Personal qualities	<p>8. High standard of personal presentation</p> <p>9. Courteous and pleasant attitude towards guests and colleagues</p> <p>10. Ability to work as part of a team</p> <p>11. Good attention to detail</p> <p>12. Ability to work under pressure and juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision</p> <p>13. Positive and flexible approach to work (weekend and evening work will be required)</p>	<p>Application form</p> <p>Interview</p>
Other requirements	<p>14. Empathy with the Welsh Language and Culture</p> <p>15. Ability to communicate through the medium of Welsh (desirable)</p>	<p>Application form</p> <p>Interview</p>



Thank you for your interest

For more information please contact Ian Olson, Commercial Manager, on 01824 712375 or ian.olson@denbighshireleisure.co.uk



www.denbighshireleisure.co.uk



Denbighshire Leisure Ltd



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