

South Downs Leisure

PERSON SPECIFICATION: Reception Worthing Leisure

Information for applicants:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience and abilities to those listed below.

In line with the 2 ticks Government scheme, applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance i.e. score of 2 multiplied by 3 = 6.

Key:

A – Application form C – Certificates I – Interview PA – Practical Assessment

* weighting scale: 1: High Importance 2: Medium Importance 3: Low Importance

| Criteria | Weighting | How Assessed (see key above) |
|--|-----------|------------------------------|
| Education / Qualifications | | |
| 1. GCSE Maths and English grade C or above (or equivalent qualification) | 1 | C |
| Knowledge / Abilities | | |
| 1. Working knowledge of Leisure Facilities workings | 2 | A, I and PA |
| 2. High personal standards of accuracy and reliability | 1 | |
| 3. Customer focused | 1 | |
| 4. Professional appearance | 1 | |
| 5. Adaptability in high pressure situations | 1 | |
| 6. Knowledge of data protection and ability to respect confidentiality | 1 | |
| 7. Well motivated & able to work individually | 1 | |
| 8. Committed to a support role within a team | 1 | |
| 9. Able to build good working relationships with colleagues and regular leisure centre users | 1 | |
| 10. Numerate skills for cash handling | 1 | |
| 11. Accuracy and neatness essential for bookings / cash handling | 1 | |
| 12. Good working knowledge of Microsoft Word and Excel | 1 | |
| 13. Experience of google Mail and Applications. | 2 | |



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| Communication | | |
| 1. Able to provide excellent customer care consistently over the telephone and /or in person | 1 | A&I |
| 2. Effective communication skills to deal with colleagues and public | 1 | |
| Experience | | |
| 1. Experience of dealing with the public in a busy facility | 2 | A&I |
| 2. Experience of office procedures | 1 | |
| 3. Experience of cash handling for reasonably large amounts of money | 1 | |
| 4. | | |
| Other | | |
| 1. Able to adapt to working a shift system with the flexibility to cover colleagues at short notice | 1 | A&I |
| 2. Must be willing to take on additional training as required. | 1 | |
| 3. Able to work across sites as needed by the role. | 1 | |
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