

Job title	Part Time Receptionist (Saturday)
Grade	2
Salary range	£16,618 – £19,305 per annum, pro-rata (Hourly rate: £8.91 – £10.12)
Staff Group	Assistant Staff
Department / Institution	Sports Service

## Role-specific information

### Role Summary

To provide an efficient and welcoming reception for visitors to the Sports Service, answering queries and handling incoming phone calls, mail, e-mail and faxes. To monitor access to the facility, standards of behaviour and compliance with Health and Safety Regulations in the reception area.

To receive and process memberships for the Sports Centre and the Fitness and Strength and Conditioning Centre. To receive court, class and course bookings, and to ensure the Booking Management System is updated and appropriate fees collected. The role holder will also respond to enquiries relating to PE Department facilities and services.

The Director of Sport may also, from time to time, require the job holder to perform other duties appropriate to the grade of the post.

### Key Responsibilities

<b>Information/Reception</b>	<b>65%</b>
<p>Welcome users to the facility and give information regarding facilities and services available through the Sports Service.</p> <p>Receive visitors to the Sports Centre and direct to the correct facility or inform the relevant person/department that a visitor has arrived for them.</p> <p>Process membership applications, receive payments, update subscription records using the computerised sports membership system, book inductions and issue cash receipts. Assign temporary cards to members who have not brought their cards.</p> <p>Receive enquires and make individual bookings for centre members.</p> <p>Sort incoming post. Take delivery of parcels for all departments within the building and sign for them.</p> <p>Assign locker cards for accessible lockers.</p> <p>Answer telephone calls and transfer to the appropriate person; take messages and ensure</p>	

<p>that they are passed on to the appropriate person.</p> <p>Receive and log lost property items.</p> <p>Sign out keys and circuit equipment.</p> <p>Ensure that contractors and estate management staff are signed in and out of the building and given relevant safety information leaflets.</p> <p>Contact Support Services for queries regarding the Bookings and Membership System.</p> <p>To ensure a thorough and proper handover between the Reception Staff according to the shift pattern.</p> <p>To control any procedures relating to the payment for the hire or usage of sports equipment and to ensure that all cash issues, collections, financial transactions, cash reconciliation and banking are carried out in accordance with the University's Financial Regulations.</p>	
<b>Security</b>	<b>30%</b>
<p>Monitor the authenticity of people using the building.</p> <p>Give out keys and circuit equipment, obtaining signatures for them.</p>	
<b>Emergency Procedures</b>	<b>5%</b>
<p>Activate the emergency evacuation procedures and call emergency services, if required.</p> <p>Act as the first point of contact for accidents and ill-health, take details of injury and location of the injured party and immediately communicate information to a local first aider and call the emergency services if directed by a first aider.</p>	

## Person Profile

This section details the knowledge, skills and experience we require for the role.

<b>Education &amp; qualifications</b>	<p>A good general education to GCSE level, including English.</p> <p>Completion of a customer care course – NVQ or equivalent would be an advantage.</p>
<b>Specialist knowledge &amp; skills</b>	<p>Good organisational skills.</p>
<b>Interpersonal &amp; communication skills</b>	<p>A helpful and positive attitude.</p> <p>The ability to deal tactfully and professionally with all enquiries.</p> <p>Good personal communication skills.</p>
<b>Relevant experience</b>	<p>General office or reception experience.</p> <p>Previous work experience in a sports centre environment would be an advantage.</p> <p>Experience in working with booking systems.</p>
<b>Additional requirements</b>	

## Terms and Conditions

<b>Location</b>	University of Cambridge Sports Centre, West Cambridge Site
<b>Working pattern/ Hours of work</b>	Saturday 7.45am-1.45pm
<b>Length of appointment</b>	Permanent
<b>Probation period</b>	6 months
<b>Annual leave</b>	Pro rata of full-time amount is equal to 7 days annual leave per post
<b>Pension eligibility</b>	Cambridge University Assistants' Contributory Pension Scheme (CPS)
<b>Retirement age</b>	The University does not operate a retirement age for assistant staff.

## Pre-employment Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>).

## Application Process

To submit an application for this vacancy, please click on the link in the 'Apply online' section of the advert published on the University's Job Opportunities pages. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

Please specify which post(s) you are applying for in the 'Suitability for the role' section.

If you upload any additional documents which have not been requested, we will not be able to consider these as part of your application.

The closing date for applications is 3rd October 2017. If you have any questions about this vacancy that are not covered by the advert or this Further Information document, please email [recruitment@sport.cam.ac.uk](mailto:recruitment@sport.cam.ac.uk) or telephone 01223 767929. Interviews will take place the week commencing the 9th October.

# General Information

## The University of Cambridge

The University of Cambridge is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research. It was ranked first in the 2011 QS World University Rankings and its graduates have won more Nobel Prizes than any other university in the world. The University comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous colleges.

The University and the Colleges are linked in a complex historical relationship. The Colleges are self-governing, separate legal entities which appoint their own staff. They admit students, provide student accommodation and deliver small group teaching (supervisions). The University awards degrees and its faculties and departments provide lectures and seminars for students, determine the syllabi for teaching and conduct research.

There is much more information about the University at <http://www.cam.ac.uk/univ/works/index.html> which we hope you will find helpful.

## Sport and Exercise in the Collegiate University

Sport and physical activity are an integral part of the student and staff experience at Cambridge. Provision for sport is shared between the Colleges, the University sporting clubs and the University. The University is recognised internationally as a centre for excellence in sport, with participation in high profile sporting events such as the Boat Race and Varsity matches against Oxford. Sport at Cambridge is underpinned by participation at club and College level and a very high proportion of undergraduate and graduate students take part in sport with the facilities used by individual students, members of the University and College teams, academic and support staff and their families, and members of the general public, especially city sports clubs.

## The Sports Service

The University Sports Service forms part of the Unified Administrative Service (UAS), which is led by the Registry, the principal administrative officer of the University. The Sports Service is headed by the Director of Sport and consists at present of 52 staff. The administrative centre for the Sports Service is located at the University Sports Centre on the West Cambridge site. Through the University's Sports Committee, the Sports Service advises the University, University Sports Clubs and Colleges on their needs for sport. The Service is also responsible for the management of the Sports Centre, Fenner's Tennis and Cricket Ground and Wilberforce Road Sports Ground.

The Receptionists will be based at the University Sports Centre, West Cambridge. The Sports Centre represents phase 1 of a major new University Sports Complex. Phase 1A, comprising a sports hall, fitness, strength and conditioning facilities, multi-purpose room, Eton and Rugby Fives courts, changing rooms and offices opened in the summer of 2013. Phase 1B includes a five court squash centre (opened October 2014) and a team training room which is due for completion in September 2015. The complete scheme is designed to cover approximately 6000sqm and includes a Tennis Centre (Phase 2) and swimming pool (Phase 3) and will be developed as and when funding becomes available.

## What the University can offer you

One of our core values at the University of Cambridge is to recognise and reward our staff as our greatest asset. We realise that it's our people who have built our outstanding reputation and that we will only maintain our leading position in the academic world by continuing to attract and retain talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Excellent benefits** – You will be eligible for a wide range of competitive benefits and services, including numerous discounts on shopping, health care, financial services and public transport. We also offer defined benefits pension schemes and tax-efficient bicycle, car lease and charity-giving schemes.

We will help you balance your home and work life by providing you with generous annual leave entitlement and procedures for requesting a career break or flexible working arrangements if you need them. You will also have access to a range of well-being support services, including in-house Occupational Health and Counselling services. If you have childcare responsibilities, you may also benefit from the enhanced maternity/adoption pay, two nurseries and a holiday play scheme that we provide.

We are keen to welcome new employees from other parts of the UK and other countries to Cambridge. The University Accommodation Service (<http://www.accommodation.cam.ac.uk/>) is available to help you find suitable rented accommodation and to provide advice on renting arrangements and local facilities, if required.

- **A welcoming and inclusive environment** - We will help you settle into your new role and working environment through a central University induction event, local induction activities and our online induction package. Where appropriate to your role, you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs.

If you are relocating to Cambridge, you and your family will be welcome to attend the Newcomers and Visiting Scholars Group, which provides an opportunity to find out more about Cambridge and meet other people new to the area.

- **Extensive development opportunities** - The encouragement of career development for staff is one of the University's core values. We put this into practice through various services and initiatives, including:
  - A wide-range of training courses and online learning packages.
  - The Staff Review and Development (SRD) Scheme, which is designed to enhance work effectiveness and facilitate career development post-probation.
  - Leave for career and personal development, including long-term study leave for assistant staff and sabbatical leave for academic staff.
  - The CareerStart@Cam programme, which supports assistant staff roles without higher education qualifications to develop their skills, experience and qualifications. Assistant staff may also apply for financial assistance for study which results in a qualification.
  - Reduced staff fees for University of Cambridge graduate courses.
  - The opportunity to attend lectures and seminars held by University departments and institutions.
  - Policies and processes dedicated to the career development of researchers and the implementation of the principles of the Concordat, which have led to the University being recognised with an HR Excellence in Research Award by the European Commission.

You can find further details of the benefits, services and opportunities we offer can be found in our CAMBens Employee Benefits web pages at <http://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits>. A range of information about living and working in Cambridge is also available to you within the University's web pages at <http://www.jobs.cam.ac.uk/> and <http://www.hr.admin.cam.ac.uk/hr-staff/information-staff>.

## Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we were ranked in the top 100 employers for lesbian, gay and

bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carers schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

## Information if you have a Disability

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact Qiu Xiang Chen, who is responsible for recruitment to this position, on 01223 767929 or by email on [qiuxiang.chen@sport.cam.ac.uk](mailto:qiuxiang.chen@sport.cam.ac.uk).