

Receptionist

Sports Service

June 2018

Job Reference: DG15940



The role

Salary:

£16,618-£19,305
(Hourly rate: £8.91-£10.12)

Contract:

Permanent

Location:

West Cambridge

Department:

Sports Service

Responsible to:

Sports Facilities Manager

Working pattern:

Part-time
Saturday: 7.45am-2.15pm
Sunday: 1.45pm-8.15pm

Purpose of the role

The role holder will be part of a team of Reception staff who provide an efficient and welcoming reception for visitors. They will also monitor access to the facility, standards of behaviour and compliance with Health and Safety Regulations in the reception area.

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.

Please note, applications for this is for either the Saturday shift or the Sunday shift; not both.

Key responsibilities

The responsibilities for this role includes but are not restricted to:

- Welcoming users and giving information regarding facilities and services available through the Sports Service.
- Process membership applications, receive payments, book inductions, etc.
- To control any procedures relating to the payment for hire or usage of sports equipment, and to ensure that all cash issues, collections and financial transactions are carried out in accordance with the University's Financial Regulations.
- Monitor the authenticity of people using the building.
- Sign out keys and Circuits equipment.
- Activate the emergency evacuation procedures if required.
- Act as the first point of contact for accidents and ill-health.



Person specification

	Essential	Desirable
Experience		
Demonstrable experience of working on a busy, multi-faceted reception area.	√	
Experience working with computerised bookings and membership systems, preferably Gladstone Plus2		√
Experience working in a sports centre or leisure environment		√
Skills		
Excellent verbal and written communication skills and the ability to deal professionally and tactfully with a wide range of personalities and enquiries	√	
Good level of IT skills, proficient in the use of MS Office and email packages	√	
Qualifications		
GCSE-level English and Maths (A-C)	√	
Customer service qualification		√
Additional requirements		
Experience or knowledge of principles of marketing and/or business development		√
Recognised First Aid qualification		√

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.

About the faculty

Sport and physical activity is an integral part of the student and staff experience at Cambridge. Provision for sport at the University is, in the main, divided between the Colleges, the University sporting clubs and the University. A very high proportion of students in Cambridge take part in sport with the facilities used by individual students, members of University and College teams, academic and assistant staff and their families and members of the general public.

The Sports Service advises the University, University Sports Clubs and Colleges on their needs for Sport. The Department is also responsible for developing and managing sports facilities and services across the University. It also provides advice to University members on all aspects of Sporting Life at Cambridge including:

University Sports Clubs, facilities available for sport and physical recreation, the Sports Syndicate, sports related grants and bursaries, British Universities and Colleges Sport (BUCS), new facility developments and forthcoming events.

The Departments Senior Management Team (Directorate) of three staff provide advice, guidance and support to the Sports Syndicate, the 51 University Sports Clubs, a range of recreational societies and a number of Colleges; develops new facilities, schemes and initiatives for the benefit of University staff, students and the Community; manages sports facilities and grounds in University ownership or administered by the University on behalf of University Sports Clubs that are valued at approximately £50m and oversees the recruitment, on-going training, deployment and management of full-time and part-time members of staff.

Terms of appointment

Tenure and probation

The appointment will be made on a permanent basis.

Appointments will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

Saturday: 7.45am-2.15pm

Sunday: 1.45pm-8.15pm

Each shift includes a 30-minute unpaid break.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 7.2 weeks (36 days), inclusive of public holidays. The pro-rated annual leave for this position is 7 days.

General information

Pre-employment checks

Right to work in the UK

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.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks

No prior screening checks will be required for this role.

Information if you have a disability

The University welcomes applications from individuals with disabilities.

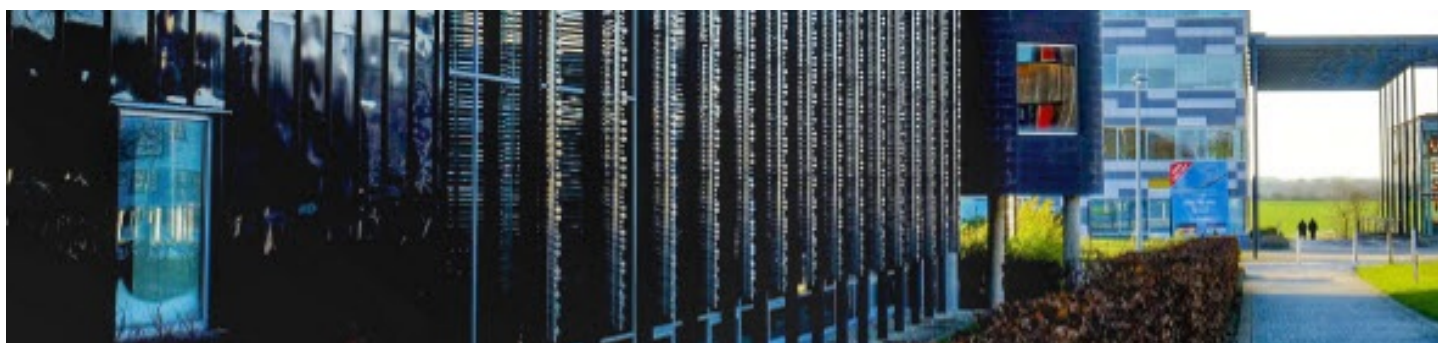
We are committed to ensuring fair treatment throughout the

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 Miss Qiu Xiang Chen (contact details can be found on the last page), who is responsible for recruitment to this position. Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via

hrenquiries@admin.cam.ac.uk



The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people. Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and**
- freedom from discrimination.**





About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide

student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

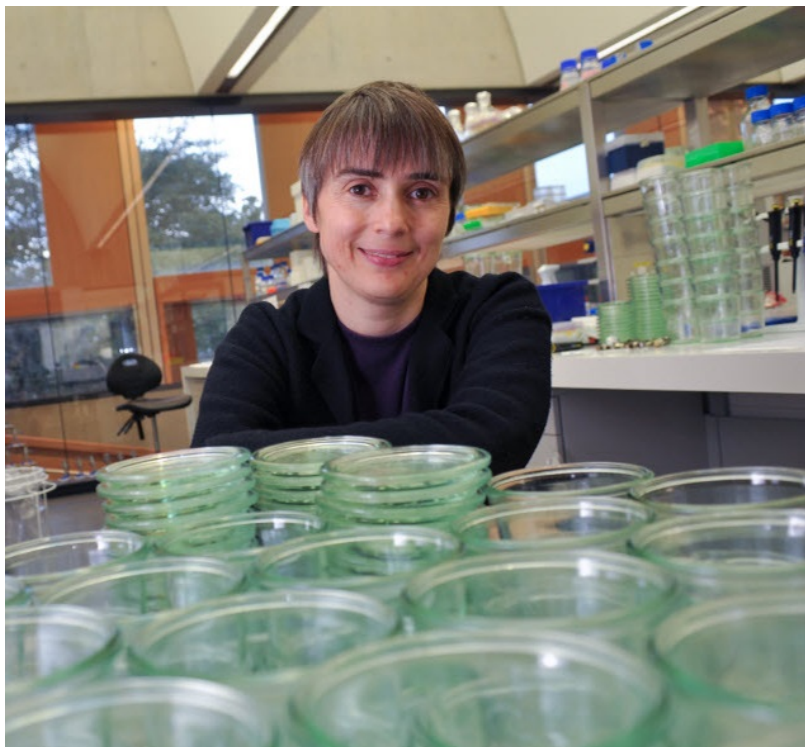
Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

Working at the University

Working at Cambridge, you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.



Living in Cambridge



Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.

The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes.

Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at [Visit Cambridge](https://www.visitcambridge.org/), the official tourism website for the city.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme for academic and academic-related staff](#), with additional flexible working policies for all other staff.

CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the [purchase of train season tickets](#), [bulk buy tickets](#) and an interest free travel to work loan are also available for staff of the University of Cambridge.

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency

our highly regarded workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.



family care support via My Family Care. In addition,

What Cambridge can offer

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website www.nwcambridge.co.uk



The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme> provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff. The University has introduced a Rental Deposit Loan Scheme to support new starters and existing employees with the set up costs of renting privately in the Cambridge area: <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/relocation-housing/rental-deposit-loan-scheme>



Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Emeritus, Professor Sir Leszek Borysiewicz,

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Informal enquiries are welcomed and should be directed to:

Miss Qiu Xiang Chen

Tel: 01223 767929

Email: recruitment@sport.cam.ac.uk

If you have any queries regarding the application process, please contact Qiu Xiang using the details above.

The closing date for applications is **Wednesday 4 June 2018**.

