

The Company

Love Withington Baths (LWB) is a charitable organisation run by local people with a shared vision to provide accessible and affordable high quality leisure opportunities for all of its residents and local businesses (www.lovewithingtonbaths.com). LWB runs Withington Leisure Centre which is a 104 year old building and contains a 50-station gym, a 22 x 6m pool, two studios, physiotherapy room and a small café.

The role of Receptionist

Reporting directly to the Facility Manager we are looking for an experienced Receptionist, ideally with previous experience in the leisure industry. The role will require flexible working with a shift pattern based on 40 hours a week; including early starts, evenings and weekends. The role is wide and diverse so we are looking for someone who has a broad and proven skill set that can encompass the requirements of the role. The things we are looking for in our successful candidate include but are not limited to:

- Excellent communication skills
- Fantastic customer service
- Sales experience
- Implementing and contributing to marketing campaigns (social media skills are desirable only as the role could include responsibilities in this area, subject to experience)
- Database and systems management – e.g. of our membership and swim school
- Complaint handling and resolution
- Finance – including payments to suppliers and recording revenue
- Cleaning will also be required as part of this role.

The person we are after will

- Have excellent communication skills, verbal, written and IT based.
- Have good numerical skills and be confident and comfortable handling cash and taking card payments
- Be the positive and enthusiastic face of Withington Baths. As the first member of staff, visitors encounter, you will need to be adept in welcoming all people visiting the baths, you will need to be comfortable dealing with a wide range and variety of people and excel at making them feel welcomed and part of the Love Withington Baths family.

Remuneration: £16,328 - £16,640 annual salary

We are also able to provide lifeguard and first aid training to the individual as part of the role.

In line with the Immigration, Nationality and Asylum Act, all applicants will be expected to provide proof of eligibility to work in the UK if invited to interview. We welcome

applications from all backgrounds and all sections of the community. This post is also subject to an enhanced DBS check.

Please apply by submitting a letter of application, addressing the above points and your suitability for this position, along with your CV to: jobs@lovewithingtonbaths.com, or alternatively by post to Love Withington Baths, 30 Burton Road, Withington, Manchester, M20 3EB. Deadline for receipt of applications is 2nd December 2016 with interviews taking place on 5th or 6th December. Anticipated start date is 2nd January 2017.
