

Job Description

JOB TITLE:	Spa Receptionist
GRADE:	D
POST NUMBER:	TBD
DIRECTORATE:	Children's and Culture
SERVICE:	Leisure
RESPONSIBLE TO :	Spa Manager
RESPONSIBLE FOR:	TBD
	This post requires a DBS check • Enhanced with Barred list check (Adult Workforce) This post is not politically restricted
JOB SUMMARY:	Responsible for liaising directly with Spa Manager or duty manager in their absence to ensure a smooth day to day consistent operation, efficient reception, and maintenance of the Spa Department. Including operation, programming, promotion, sales, developing staff and ensuring excellent customer services whilst achieving business, income, financial and operational targets.
ROLE REQUIREMENTS:	
1.	Responsible for maintaining the efficient and effective control of the day-to-day operations. Ensure own duties are carried out efficiently and economically within agreed policies and procedures. Ensuring that required levels of cleanliness, customer supervision and equipment checks are maintained.
2.	Responsible for the co-ordination of the booking systems and filing of all relevant correspondence. Booking treatments, in a scheduled manner ensuring continuity and smooth operation of the daily running of the Spa. To check and ensure that all new Spa patrons fill out all necessary forms in compliance with policies.
3.	To operate the Spa reception by booking all enquiries for tours of the facilities, serving Spa patrons, dealing with complaints and enquiries, preparing areas and the Spa for

	sessions as and when required, writing Spa patron schedules for clients and ordering lunch and co-operate with the food and beverage supplier.
4.	Maintain a good and positive image of the Spa and LBTH to members and the public generally by providing a welcoming, helpful and professional service.
5.	Ensuring customer compliance with the Spa rules and procedures. To ensure the safety and control of customers and the public generally within the Spa and that all relevant regulations applicable to the Spa's operation are enforced and complied with.
6.	To assist Spa patrons with use of the facilities and activities and to encourage maximum use of the Spa Experience.
7.	Adhering to all Health and Safety requirements, including all procedures in relation to fire precaution, licenses, food, COSHH, heating, ventilation, energy management and conservation, in a manner commensurate with the post holder's responsibility.
8.	Selling of Experience, treatments and retailing merchandise. To actively encourage bookings of the Spa's experience and treatments to enquirers in person and on the telephone; communicating new ventures and recommending appropriate services to potential customers. To be responsible for achieving the Spa sales targets and to supervise the marketing and promotion of the Spa.
9.	To operate IT systems on both reception and manage the Spa programme booking system.
CORPORATE RESPONSIBILITIES	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
10.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
11.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
12.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.

PEOPLE	
13.	Support the Manager in actively developing and maintaining effective relationships and partnership – internally with other Departments; with customers, club and other bodies; and with clients – in order to ensure effective operation and to raise awareness and use of the Spa.
FINANCE	
14.	Maintain all appropriate records, systems and financial procedures in accordance with instructions and regulations. As required be responsible for cash handling within the Spa: - commissions, daily sales, visitor analysis etc. To receive, receipt and account for all monies in accordance with procedures. To empty various cash boxes, sorting counting and recording the cash and receipting and validating as required. To sort and count cash and cheques for banking purposes, checking totals and completing paperwork, including cash reconciliation and banking procedures. To promote, operate and ensure the smooth running booking system, record debtors and ensure that any deviations are brought to the management's attention.
15.	To maintain records for activities such as sale of goods stock, suppliers, booking levels etc. Ensuring stock losses or breakages are reported to Spa Manager as soon as discovered. To assist as necessary that resources are adequate stocked and accurate records relating to stock control are maintained.
SERVICE	
16.	To maintain all 'Good Housekeeping' systems and operate a range of computerised management and software packages. Entering data and obtaining output from electronic data processing equipment in accordance with agreed procedures.
17.	To ensure cleaning of the premises and equipment is completed the highest possible standards are maintained as required.
18.	To carry out routine monitoring and basic repair and maintenance of equipment and fittings as required, logging all major faults and repairs in the correct way i.e. logging it via the Facilities Management Help Desk.
PERFORMANCE	

19.	Keep abreast of trends and developments within the Spa industry and discuss own training and development needs with the Spa Manager.
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OTHER CONDITIONS:

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.
- To administer First Aid as required if trained.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge			
	Good understanding of developments in the health and fitness industry.	E	A,I
	Knowledge of electronic booking systems.	E	A,I
	Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations.	E	A,I
	Knowledge of how to conduct performance monitoring against budgets and targets.	E	A,I
	Knowledge of how to deal with customers and their queries and concerns with tact and sensitivity.	E	A,I
Qualifications & Experience			
	A minimum of 2 years' experience in busy Spa / health and fitness centres,	E	A,I

	or working in a customer focused environment.		
	Evidence of achieving results and making a difference to customers.	E	A,I
	Computer literate and previous cash handling experience preferred.	D	A,I
	First Aid at Work	D	A,I
	NVQ Level 2 Customer Service or equivalent	D	A,I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	The ability to communicate professionally and engender confidence with customers, clients and stakeholder at all levels.	E E	A,I A,I
We are OPEN and transparent	Takes accountability and listens to others when making decisions.	E	A,I
We are WILLING to challenge, innovate and be accountable	The ability to respond flexibly to changes in the needs of the service and the council.	E	A,I
We empower each other to be EXCELLENT and go the extra mile	Strives for excellence in all aspects of service delivery and management.	E	A,I
We RESPECT all communities, they are the heart of everything we do	Knowledge and understanding of the issues involved when working with a multi-cultural community and workforce.	E	A,I

	Actively contributes to building a customer-focused culture across the council and with partners.	E	A,I
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible. To comply with the requirement to carry out a DBS check on this role. <i>(Must be included if post subject to DBS check)</i>	D E	A,I A