

Job Description

Job Title:	Sussexsport Receptionist
Grade:	G3
School/Division:	Sussexsport part of the Estates, Facilities and Commercial Services Division
Location:	Sport Centre
Responsible to:	Senior Duty Manager
Direct reports:	n/a
Key contacts:	Sussexsport Duty and Senior Managers

Role description:

To serve as an initial point of contact and link between students, staff members, internal departments, and external contacts. To assist colleagues in the provision of clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the services or processes of Sussexsport through the effective co-ordination of activities, events and meetings
2. As directed assist in maintaining, publishing and disseminating information and appropriate communications to ensure services and processes are understood, utilised and applied
3. To be a point of contact for service users in the effective and efficient delivery of services, enquiries and sales both in person and over the phone.
4. Provide support to team colleagues who are required to provide quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to.
 - Helping to ensure that timelines and resources are identified, realistic and achievable
 - Proactively raising issues arising in advance for discussion and resolution
 - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
 - To act as an ambassador for the service, with a focus on customer service, delivery, and sales
 - Responsible for the cashing up and reconciling of tills/floats and the daily banking of revenue taken
 2. Communicating effectively with all stakeholders
 - Publicising activities, events and meetings to all relevant staff, students, or external parties in an effective way
 - As directed, undertake the editing of local guidelines ensuring that content relating to own areas is clear and understandable to readers, up to date and accessible
 - Maintaining website pages (and/or other sources of information) to accurately reflect current activity in an engaging way
 3. Providing support, information and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
 - Referring staff, students and community users to procedures and processes when needed
 4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information, and contributing to the development of processes
 5. Creating and maintaining accurate information on activity that has taken place
 - Ensure comprehensive records and files for future reference are maintained
 - Providing usage and uptake reports as requested
 - Presenting data on attendance and usage in the requested format
- This role does not have any budget responsibility.
 - This role does not have any line management responsibility.
 - This role does not have any responsibilities for equipment or premises.
 - Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not

limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team.
5. Competent IT skills to effectively manage own workload – MS Suite.
6. Willingness to wear appropriate uniform
7. Ability to work unsocial hours and do overtime where required

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Evidence of cash handling
2. Ability to work under pressure and multitask
3. Enthusiastic and outgoing personality

DESIRABLE CRITERIA

1. One years' experience in a similar role.
2. One years' experience working in a university or similar environment.
3. NVQ Level 2 or Equivalent in customer service
4. Willingness as part of the role to undertake level 2 training or equivalent in customer service

Date ...12/10/2026.....

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in science and engineering at Sussex.