

JOB DESCRIPTION

POST TITLE: Front Of House Assistant (P/T)

LOCATION: YMCA Swansea

RESPONSIBLE TO: Facilities Co-Ordinator

PORTFOLIO: Core

HOURS: 16 hours per week (permanent)

SALARY: £10.42 per hour (rising to £11.44 per hour from April 1st 2024)

YMCA Swansea
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Overview

YMCA Swansea requires an experienced Front of House Assistant with exceptional customer service skills to join our team. YMCA Swansea is a charity that works with our local community to 'Create communities where young people belong, contribute and thrive'.

YMCA Swansea manages a busy city centre community hub, with up to 1,600 visitors per week, which hosts a diverse portfolio of partners along with our own Fitness Centre and room hire. It is the central base for the YMCA Swansea Team.

We are an award winning youthwork setting and many of our projects take place here too.

People are at the heart of what we do and the Front Of House Team literally are the keystone of our work.

We have an opportunity for a new team member to join us who is committed to making a difference.

The post is for 16 hours per week, although additional hours may be available. Hours will involve some weekend and evenings, but on a rota basis.

All staff benefit from complementary membership of our community gym as well as making a difference to the lives of people in our city every day.

Job Description/Duties

You will be an exceptional communicator, very well organised and experienced in customer service. On a daily basis you will deal with a wide range of visitors from various backgrounds-sometimes challenging, but always rewarding. As befits an organisation that welcomes everyone, a high level of customer service is expected

throughout. Not only will you have a commitment to the principles and values of the YMCA but you must be able to demonstrate them through your approach.

Duties;

- 1 To welcome customers and to be knowledgeable of all YMCA Facilities & Services, in order to be capable of dealing with all customer enquiries in an informative, professional and friendly manner.
 - 2 To handle and process venue hire bookings & maintain effective record systems and reports. To be a point of contact for all customers during their visit to the venue to ensure that they receive an excellent YMCA experience. To escalate any queries to the correct member of the team.
 - 3 To signpost help, services and guidance both internally and externally for those who need it.
 - 4 To assist with the organising of events on site, providing high customer service and attention to detail and quality standards.
 - 5 To operate the electronic Fitness Centre membership scheme from the front desk, meet and greet Fitness Members, maintain records, and meet customer needs.
 - 6 To operate and maintain the Electronic Point Of Sale system and to process front of house cash payments & purchases including card sales.
 - 7 To assist with room set up as required by customers and staff.
 - 8 To support our tenants within the building.
 - 9 To work well as part of the YMCA Swansea Team to manage the Reception and Venue requirements professionally and maintain high standards.
 - 10 To remain on site as required to allow the safe close down of equipment and take sufficient steps to ensure the building is shut down and secure if required.
 - 11 To ensure that all Health and Safety procedures as required are adhered to and report immediately any concerns or complaints to your manager, recording any incidents as appropriate.
 - 12 To follow and comply with all fire procedures and be fully aware of your responsibilities during fire drills.
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- 13 To be able to provide flexibility to cover changes in shift patterns, holiday cover and sickness cover as part of the team. This will include evening and weekend working.
- 14 Undertake such training, as deemed necessary to the success of the post. Undertake any other development duties commensurate with the post as deemed necessary.
- 15 To provide excellent customer service via face to face, telephone and electronic platforms e-mail, mail, social media.

Person Specification

Experience & Knowledge	<ul style="list-style-type: none"> • Experience of customer service. • Experience of administrative work and/or office duties. • Experience of working with Young People or in an associated environment. • Experience of Health & safety in the work-place. • Experience of Facilities Management. • Experience of Event Management. • A commitment to Equal Opportunities. • Empathy and understanding of the needs of young people, communities and vulnerable adults.
Essential Skills	<ul style="list-style-type: none"> • Excellent ICT skills, highly proficient in Microsoft Word & Excel packages including Outlook calendar: database production, reports etc. • Excellent communication skills and ability to work well with people at all levels is essential. • Ability to work as part of a team within the organisation. • Ability to work on own initiative and being confident in lone working. • Desire to learn and develop, adopting a flexible approach. • Customer service experience.
Desirable Skills	<ul style="list-style-type: none"> • The ability to speak Welsh. • The ability to speak/use other languages including BSL.
Job Circumstances	<ul style="list-style-type: none"> • The Venue is based in Swansea and is currently open 6 days per week. Flexibility is required from this role- which will involve evening/weekend working.
Expectations	<ul style="list-style-type: none"> • Commitment to professional development through training and lifelong learning



Personal Qualities	<ul style="list-style-type: none">• Professional at all times.• Honest and sympathetic approach towards community groups and their needs.• Confident and proactive.• Responsible, reliable and trustworthy.• Supportive and empathetic.• Adaptable and flexible.
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