

JOB DESCRIPTION

Job Title	Gym Receptionist
Department	RFC Recreation Club
Reports to	Duty manager with dotted line reporting to assistant director of innovation
Reports to you	none
Hours of Work	Part-time - 30 hours a week per week not including breaks, over four days
Date	April 2024

The Royal Free Charity

Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 10,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals and more than 30 NHS services.

What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our small grants programme or delivering major capital funding appeals.

Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.

The Royal Free Charity (the Charity) invests in:

- Enhanced support for patients



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- Vital support for our staff
- Ground-breaking research and innovation
- Cutting-edge medical equipment

The generosity of our donors, fundraisers and volunteers enables us to do this.

The charity, which employs over 80 people, is working towards becoming an employer of choice.

RFC Recreation Club: The aim of The Rec Club

- The Rec Club is responsible for providing a safe and welcoming environment for our club users, along with facilitating schools, groups, clubs, and Royal Free outpatients/ rehabilitation discharged patients, for their health and fitness sessions in one of the many areas of the club.
- The club has 2 studios, a swimming pool, a sports hall, and a gym, all of which are used daily by our members and the local community with a footfall of around 1000 people per day.

Receptionist Job Purpose and Key Responsibilities

- Greet and welcome visitors in a professional and courteous manner.
- Answer phone calls
Schedule bookings for prospective and existing clients
- Oversee the club's booking system including updating and maintaining member records, taking payments for membership & usage of the club's facilities, processing and issuing new membership applications and collecting insurance information.
- Maintain a tidy and presentable reception area.
- Receive and distribute incoming mail and deliveries.
- Provide general administrative support, including photocopying and filing.
- Assist with scheduling appointments and coordinating meetings for the club manager.
- Update and maintain club records and databases.
- Provide information on club fees, packages, and offers.
- Handle inquiries from visitors and provide accurate information.
- Collaborate with other team members to ensure efficient reception operations.

Customer Service / Quality

- Provide a warm welcome and work with the team to continually improve the overall member experience.
- Provide an informative general induction for new club members.
- Direct any customer complaints to the appropriate person.
- Direct any questions about services or club equipment to the appropriate person.



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People

- Communicate performance standards and expectations, in a way that motivates your fellow club members.
- Work with your line manager to obtain regular feedback from members to ensure suggestions and customer service improvement opportunities are actioned.

Key Relationships

- Working with our members
- Assisting with all our external bookings, which include local schools, private swimming clubs and group classes.
- Supporting the Trust in delivering outpatients and rehabilitation to discharged patients of the Royal Free Hospital

Person Specification

Qualifications, Experience, Skills & Knowledge

Qualifications

- CSE/GCSE in Maths and English or equivalent
- First aid/defibrillator qualified (desirable)

Experience

- A minimum of 1-year's previous experience in working in the fitness/hospitality/ front of house industry as a receptionist or in a similar role
- Previous experience working with the public.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Previous experience of working in a multicultural environment
- Desirable to have database system user experience and/or sales and marketing experience.

Skills and Knowledge

- To have excellent communication skills both verbal and written
- Excellent interpersonal skills and ability to proactively build relationships and networks.
- Excellent computer skills including updating calendars and inputting data and being familiar with programs such as Microsoft Word and Excel.
- Able to multi-task
- An understanding of membership systems
- Understanding of confidentiality & working with integrity
- Work to tight deadlines and deliver results.
- To be flexible, tactful, diplomatic, and supportive in your approach



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Communication

- To have excellent communication skills both verbal and written
- Ability to: -
 - empathise and support staff positively.
 - build supportive and trusting relationships.
- Strong commitment to the RFC values and providing excellent customer experience.

Managing Own Performance & Development

- To be able to: -
 - work under pressure and to deadlines
 - prioritise and manage own workload.
 - demonstrate continued attention to detail and accuracy.
 - problem solves.
- To be willing to continue updating own knowledge and skills.
- To be self-confident and willing to take responsibility.

Other Requirements – We expect you to:

- Take time for personal development, contributing learning and ideas to the wider team.
- To work unsupervised
- To work to tight deadlines and deliver results
- To have a positive professional work attitude
- Be highly motivated and able to take the initiative
- Have a strong affinity with the NHS and philanthropic values
- Have attention to detail
- Support your team and your other colleagues
- Attend meetings and training as required
- Be flexible and respond to the needs of the charity
- Attend supervision on a regular basis with the line manager
- To treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic
- Read and adhere to the Charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Work toward the charity's vision and mission, and act in line with its values of dedication, innovation, partnership, energy and respect.
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- To undertake any additional relevant duties as required

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.



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