



**JOB TITLE: Reception Manager**

**REPORTING TO: Chief Operating Officer**

### **POSITION SUMMARY**

The Reception Manager (RM) will directly support Garioch Sports Centre (GSC) business plan, this role is a major contributing factor in 'Improving the Quality of the GSC Experience'.

The role is about providing inspirational leadership to the GSC team along with business, and community focus to make Garioch Sports Centre the best operator of leisure centres within Aberdeenshire.

They are responsible for ensuring that excellent customer service is delivered at all times, that the facilities are financially successful and that the facilities meet all specified quality and performance standards

This role will be supported by the Centre Team, to support the communication and delivery of work aligned to the organisation's mission, values and behaviours and all elements of customer experience improvements across the organisation.

This role sits within the Core Management team and reports directly into our Chief Operating Officer

The development of the Centre Team is also a key success factor. The RM is a role model for all staff in developing standards, knowledge, skills and behaviours to meet the expectations of GSC's broad range of customers.

### **KEY DELIVERABLES**

- Champion opportunities to consistently Improve the Quality of the GSC Experience.
- Continually review and evolve the collection of processes GSC use to track, oversee and organise every interaction between a centre user and GSC throughout the lifecycle, liaise with relevant business owners to champion change and lead prioritised service delivery improvements
- Deliver service improvements to improve the customer experience across GSC.
- Influence senior stakeholders, staff and volunteers to support and deliver proposed improvements via the appropriate channels and processes.

### **ACCOUNTABILITIES**

The RM will consistently demonstrate GSC's Values, Behaviours and Customer Experience Standards to internal and external customers, suppliers and partners. The role holder will :

- Continually identify opportunities to improve the customer experience and the development of programs for users within the centre.
- Deliver change initiatives identified internally or from external good practice to support these opportunities.
- Develop capability and motivate the centre reception and coaching teams to support the delivery of projects and service.

**Garioch Sports Centre, Strathburn Park, Burghmuir Drive, INVERURIE AB51 4GY  
Tel: 01467 626141**

[www.gariochsports.co.uk](http://www.gariochsports.co.uk)

Garioch Sports Centre is a Scottish Charity, SC047470, regulated by the Scottish Charity Regulator (OSCR).

Registered Address: Garioch Sports Ltd, Axis Bus. Centre, Thainstone, Inverurie, Aberdeenshire AB51 5TB



## **JOB DESCRIPTION**

- To lead, manage, motivate all staff and carry out recruitment, induction, delivering training, appraisal, development and performance management of staff, including 1-2-1s.
- To be the lead contact for all customer service.
- Liaising with the Chief Operating Officer, Operations Manager, Finance Manager, Business Manager & Lead Practitioner to develop and grow the membership, activity and attendance across the facilities.
- Manage ALL key delivery areas, reception and the service experience.
- Monitor and manage the sports coaching timetable offering, assessing classes performance whilst developing the timetable appropriately for GSC.
- Dealing with general feedback from members of the public.
- Liaise with Management Team to ensure all duty of care work is undertaken and fed into preventative and planned maintenance plans.
- Work with the COO, Finance Manager, Operations Manager, Business Manager and Lead Practitioner to identify funding opportunities for redevelopment projects.
- Review facility/service software's and customer booking system platforms, compare these to other likeminded services and facilities.
- Fully understand all internal and external legislation relevant to the role.
- Understand the importance of Customer Experience within the GSC business plan and develop those opportunities to deliver continual improvements.
- Take lessons from highly regarded service providers in and outside our specialisms and industries and deliver an enhanced customer experience at all customer touch points.
- View all our facilities from the customers' perspective, continually learn what it is like to be a GSC customer, work with user groups to gain feedback and implement change initiatives.
- Work across teams to continually eliminate unnecessary processes and continually implement new ways to enhance the GSC Experience.
- Work with the COO & Senior Management Team, in delivery and success of any fundraising events, Run Garioch & any other event focused projects.

## **RESPONSIBLE FOR ANY FINANCIALS OR DIRECT REPORTS**

- Coordination of plans with the centre team across the services within GSC.
- Effectively manage all cost management areas under your control and initiate any business case outcomes to support improved customer experience initiatives.

## **SUCCESS CRITERIA**

- Successful identification, support and delivery of solutions that support an improved customer experience
- Increased customer user feedback from customers visiting GSC.

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## **REQUIREMENTS - EXPERIENCE**

- Challenges all processes that impact our customers receiving the best possible experience.
- Constructively and continually challenges organisational norms, looks for creative solutions to deliver tangible improvements.
- Implements and monitors improved governance, standardised process and procedures.
- Leads the development of new solutions to meet customer's changing expectations.
- Able to lead and develop teams' skills sets to improve service standards and offerings.
- Works or has worked in a management role or similar with proven success.

## **JOB DESCRIPTION REQUIREMENTS - PERSONAL CHARACTERISTICS**

- Able to have difficult conversations, clearly explains initiatives in sufficient detail to gain understanding, and the support of internal and external customers and partners.
- Considered a 'go to' person, recognised as a role model internally and externally.
- Credible across service areas, creates positive working environments, manages conflict.
- Demonstrates high personal standards, able to identify positive behaviours in others.
- Demonstrates consistent excellence in standards, behaviours, knowledge and skills.
- Develops knowledge and skills of others to deliver objectives.
- Experienced in influencing people, including people senior to their role.
- Experienced in training, coaching and developing others.
- Innovative and creative, challenges accepted beliefs.
- Motivated to participate in development opportunities that increase capability and performance.
- Self - aware, positive interpersonal skills yet determined. Bounces back after setbacks.
- Willing to integrate across service areas, cross functional customer experience improvements are developed and implemented to the benefit of the organisation.

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