



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'.

This role will be supported by the Reception 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 Senior Management team and reports directly into our Chief Operating Officer.

The development of the Reception 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 the customer 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.

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:

- Collate and analyse customer expressions of dissatisfaction and complaints, QMS, mystery shopper and user group feedback, ensure that customer satisfaction increases across the organisation over time.
- Continually identify opportunities to improve the customer experience.
- Deliver change initiatives identified internally or from external good practice to support these opportunities.
- Create and provide information and training on initiatives and changes, so we create experts everywhere. This will include training on organisation-wide services and products and skills development such as the development of interview, induction and PDP processes.
- Develop capability and motivate the Reception Team to support the delivery of projects.
- Deliver GSC Experience workshops for new starters,

JOB DESCRIPTION

- Facilitate Customer Experience focus groups with customers, volunteers and staff.
- 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.
- Meet with Reception Team monthly to gain feedback and communicate initiatives.
- Observe and coach the team and volunteers to improve standards, knowledge, skills and behaviours.

- Present data, recommendations to stakeholders, (including Trustees, SMT and other Managers) gain commitment and implement measurable customer experience.
- 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 customer 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.
- To support any business administration and processes required within the role.
- Complete additional reasonable requests to support the business plan.

RESPONSIBLE FOR ANY FINANCIALS OR DIRECT REPORTS

- Coordination of plans with the Reception Team from 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 Satisfaction scores from customers visiting GSC.

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.
- Works or has worked in a customer focused management role 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.