



Job Description

Job Title: Head Receptionist

Hours of Work: Full-time

Rate of Pay: £27,580/annum

Reports to: General Manager

Job Summary:

We are looking for a highly organized and customer-focused individual to lead our reception team. The successful candidate will be responsible for managing the front desk, providing exceptional customer service, and ensuring the smooth operation of our reception area.

Responsibilities:

- To follow established Company Policies and Procedures to maintain company standards in all areas of responsibility with particular emphasis on Customer Services and to motivate and supervise training of all members of the team to achieve consistently excellent standards.
- Manage the front desk and provide exceptional customer service to members and guests
- Supervise and train reception staff to ensure high standards of service
- Handle member and guest inquiries, complaints, and feedback in a professional and timely manner
- Process membership and guest bookings, payments, and cancellations
- Maintain accurate records and databases
- Develop and implement effective systems and procedures to improve efficiency and customer satisfaction
- Collaborate with other departments to ensure seamless communication and service delivery

Requirements & Skills

- Proven work experience as a Receptionist, Front Office Representative or similar role.
- Proficiency in Microsoft Office and Excel
- Professional attitude and appearance
- Customer service attitude
- Multitasking and time management skills and ability to prioritise tasks in a fast-paced environment
- Excellent organisational skills
- Solid written and verbal skills
- Ability to be resourceful and proactive when issues arise

Desired Qualifications:

- NVQ Level 2 or 3 in Hospitality or Customer Service
- Experience with membership management systems and CRM software
- Knowledge of health and safety procedures and data protection regulations

Bryn Meadows is an equal opportunities employer. Unfortunately, we are unable to sponsor candidates from outside the EU. Non-EU candidates need not apply.

Please complete an application form and email it to
ellie.ferris@brynmeadows.co.uk