

Belgrave Baheno Peepul Centre
Sports and Fitness Receptionist Job Description



Job Title: Sports and Fitness Receptionist
Salary: Competitive
Hours: 20 hours per week 7-11am Mon-Fri
Responsible to: Head of Sports and Fitness and Head of Operations

Job Purpose

To improve the quality of life of people in Belgrave and those involved with the Peepul Centre by;

- Ensuring the delivery of a high quality fitness/spa experience.

1. Responsibilities:

- Assist Head of Sports and Fitness and colleagues in the daily operations of the department.
- Actively promote and sell all membership options to raise profile of the department and demonstrate its value.
- Maintain a safe and secure working environment.
- Manage arrival of all member and casual users
- Manage all bookings for gym inductions, tours, badminton and classes
- Assist in dealing with any bookings for the Holistic department
- Collect payment for services utilised and allocating into correct posting
- Answering telephone and dealing with any enquiries.
- Ensuring clear communication with all colleagues through internal email and email.
- To assist the Peepul centre in any tasks delegated by Management or Directors

2. Key Tasks & Routines:

- Complete daily induction sheets ensuring fair spread of workload.
- Ensuring all members are inputted onto computer on arrival and all members' photographs are on file.
- Manage potential problems with members and payment issues.
- Provide monthly report on induction/programme reviews
- Proactively work with Head of Sports and Fitness to increase revenue opportunities.
- Assist in club promotional activities.
- General administrative duties.

3. Performance Measures:

1. Reports completed and received within set deadline
2. Till balanced on completion of every shift
3. All members records completed with photographs
4. Monthly membership sales targets achieved.
5. Quality of feedback from Team Leader and Head of Sports and Fitness.

4. Key Interfaces:

1. Members and Visitors
2. Peepul Centre business unit Managers and Senior staff of all Group companies
3. External suppliers and maintenance teams.



5. Experience Required:

1. Less than one year experience in the sports/fitness industry and/or experience in administrative/reception duties.
2. Experience of working within service industry/front of house.
3. Experience of handling financial payments.
4. IT proficient in word, excel and ability to learn new applications

Competencies / Skills required (above core):

- Confidence in dealing with complaint handling.
- Interpersonal skills to handle colleagues, members and internal/external contacts.
- Communication skills to transform technical matters into lay person's language.
- Awareness of sales and promotional activity within the industry.
- Willingness to assist in covering additional hours if requested.
- Excellent personal presentation.
- Excellent PC skills.