



## **Hayling Island Sailing Club: Job Description**

### **Position- Receptionist**

**Responsible to-** General Manager and the Club Committees

**Salary - Competitive** - Reviewed after probation

**Benefits** – Use of Club Facilities, Annual Staff Bonus, Free Parking, Discounted Food and Beverages, access to sailing and powerboat lessons.

**Working hours** – 4 days a week; 32 Hours. Working days Thursday. Friday, Saturday & Sunday. Flexibility will be required. Evening and weekend work is required.

*Candidates should have the right to live and work in the UK, hold a current driving license and valid passport. We encourage development opportunities within our team.*

### **Overview**

Hayling Island SC is seeking a warm, people-oriented Receptionist to be the welcoming face of our Club. This role is ideal for someone who loves helping others and takes pride in creating a positive experience for every visitor. As our receptionist, you will be the first point of contact, making a lasting impression on our members and guests. Your role will be central to our communication flow, liaising effectively between the front desk, office team, and club management. PC skills are essential, as you'll manage bookings, assist with inquiries, and help keep our operations smooth and organised. If you're a team player with a proactive approach to customer service, we'd love to hear from you.

### **Essential Skills**

Have a friendly and helpful nature – a people person!  
Always be willing to go the extra mile for our members and visitors  
A naturally organised and tidy person  
Must be PC literate

### **Desirable**

Previous administrative experience  
Knowledge & understanding of sailing

### **Other duties and responsibilities:**

- Manning the reception desk answering questions and queries. Answering the phone, transferring calls, taking and passing on messages. Taking payments as required
- Open & distribute post ensuring all post is date stamped and delivered to the right person
- Lost property – logging, tidy & communicating with members
- Deal with general queries either by email, on the phone, by letter or in person.
- Take, process and monitor accommodation, training & event bookings.
- Scan & file risk assessments & Maintenance H&S checks each week
- Use of the tannoy system appropriately to notify members & Competitors
- Type menus, notices and letters
- Provide administrative support to the House Manager including setting up customer accounts, scheduling appointments and completing table plans.
- At the end of each day, reconcile the till.
- Provide support to the wider office and management team as required.
- Administrate the completion of DBS checks for staff and volunteers as required.
- Complete monthly stock checks and orders of stationary and first aid equipment