



Hayling Island Sailing Club: Job Description

Position- Receptionist

Responsible to- General Manager and the Club Committees

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. Strong IT 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/IT literate with M365 skills

Desirable

Previous administrative experience
Experience operating a CRM or booking system.
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
- Add events to the systems including any house events, training and meetings, ensuring information on the online booking system is up to date and correct
- Create any tickets that are required for events and promotions.
- Support the wider Office team in ensuring all information is correct on the website, posters and the booking system.

Salary- Competitive

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, and more work may be required at peak times. Evening and weekend work is required.

Right to Work: Candidates must have the right to live and work in the UK, hold a current driving license and valid passport.