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| Front of house Assistant  **SALARY GRADE: HBC2** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Access to a wide range of discount schemes * Car leasing schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| Based at our Halton Leisure Centre this role reports into the Facility Manager you will create a friendly, relaxing and professional environment to customers (visitors) and deliver the highest level of customer service. Support the smooth running of reception and café areas  More specific responsibilities include:   * This role will ultimately be responsible for supporting with the smooth running of reception and café areas helping create a friendly, relaxing and professional environment. * You will process all payments accurately and ensure the float management systems are followed; including the cashing up of till(s) as per the centre's procedures and feedback any areas of concern to the Facility Manager. * Assist in the day to day running of the centres computerised systems including sales, promotions, tickets and information for the public and contractors in person, by phone, email, post or website. Recording customer information in compliance with the Data Protection Act. * Handle potential membership enquiries as per the standard practice ensuring to give a warm welcome, answering queries in a caring and helpful way, making sure everyone feels valued. * Support the café team, with preparing and serving fresh, healthy and nutritional food and drinks in accordance with all Food Standards Agency (FSA) Food Hygiene Regulations. | |
| About You | |
| You will have a minimum of 3 GCSE’S grade A-C (4-9) or an equivalent that equates to the GCSE’S, to include English and Maths.  In addition you will have:   * Experience working on own or as part of a team, to deliver work to deadlines and can be flexible and be committed to team or lone working * Experience or handling money * Use and experience of different IT packages and good typing skills * Demonstrate knowledge of & understanding of customer care * An awareness of GDPR and importance of confidentiality * Ability to remain calm under pressure   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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