

**DELAWARE NORTH UK
POSITION PROFILE**

Position Title: Clerk I, Front Office		Job Code: S078	
UK Known As: Stadium Receptionist			
Status: Guaranteed Hours	Grade: S1	Direct Reports:	No

PURPOSE

- To staff the main reception desk at The London Stadium, providing a high level of customer service to Guests arriving.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Meet, greet and book in visitors entering via Reception B.
- Meetings and greeting tour groups.
- Notifying staff that guests are at reception.
- Dealing with walk-up queries, relating to tours, ticketing, pricing, C&B etc.
- Answering calls relating to the whole QEOP. These queries range from opening times of the Aquatics Centre to residents enquiring about planned maintenance / fabric works around the Park.
- Ensure that the reception area is clean, tidy, and representable always.
- Ensure all paperwork is removed from the desk daily.
- Answering and directing calls (as and if required) from the main stadium telephone number reception phone.
- Answering queries particularly with regards to events.
- Assisting in pulling together frequency asked Q&A for inclusion onto stadium webpage and reception answer sheet.
- Updating stadium contact list with all stakeholders.
- Accepting any deliveries made to reception by couriers etc. Communicate to all stakeholders of any post delivered.
- Assisting customers with additional info of local area and make taxi bookings when requested.
- Stadium mailbox to be monitored. Answer / direct emails as appropriate.
- Monitor visitor, deliveries, and parking mailbox. Ensure the list for the following day is generated and shared. copies are printed for security. Ensure copies are given to security control.
- Informing VINCI Facilities helpdesk of any maintenance / cleaning issues that are notified to reception.

- Assisting the meetings and Events team with co-ordination and administration.
- Assisting the tours team with any required administration support.
- Manage stock levels for visitor passes, signing in books and lanyards.

PERFORMANCE MEASURES

- Positive customer feedback

JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

Functional Knowledge

- Develops skills to perform basic activities in own job.

Business Expertise

- Understands how the assigned duties integrate with others in the team.

Leadership

- Has no supervisory responsibilities.

Problem Solving

- Uses existing procedures to solve routine problems; has limited discretion.

Impact

- Impacts the accuracy and quality of own work; receives close supervision; duties are clearly defined
Guided by local business needs and established practices.

Interpersonal Skills

- Requires basic communication skills and common courtesy.

DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

Education Requirement: GCSE's or equivalent

Essential Experience:

- Excellent communication skills.
- Flexible approach to working hours.
- Self-motivated and self-sufficient who enjoys working in a high achieving environment.

WORKING CONDITIONS

Your normal place of work is location based.

You will have a home location, but you may be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.