



# MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

## Lord's Performance Centre Receptionist (Casual)

**Department:** Lord's Performance Centre

**Reporting to:** Lord's Performance Centre Manager

**Contract:** Casual Worker Agreement

### DIMENSIONS OF ROLE

- Hours are scheduled on an "as needed" basis. The timing of shifts may vary and can fall within the range of 08:00 to 22:00, depending on the facility's operational demands, including evenings and weekends.
- This role provides casual workers the opportunity to select their availability based on their preferences and the Centre's operational requirements.
- It's important to note that there is no guaranteed minimum number of work hours per day or week, aligning with the casual worker's ability to determine their availability in coordination with the Centre's needs.

### KEY PURPOSE OF ROLE

- To act as an 'Ambassador of the MCC' and to provide the highest Front of House services to patrons, customers and guest entering the Lord's Performance Centre.
- To provide a high standard of security to Centre, offering exceptional customer service while efficiently handling general enquiries received via telephone, in-person, or through email.

### KEY TASKS AND ACCOUNTABILITIES

- Acting as an 'Ambassador of the MCC' and be the face of the Lord's Performance Centre at the entrance to the Centre.
- Act as the initial point of contact at the reception desk for telephone, email, and face-to-face queries from both internal and external customers.
- Handle reservations, invoicing and payment processing for a wide spectrum of booking types, issuing receipts where required.
- Maintain a clean and professional reception area throughout the duration of any shift.
- Ensure compliance with facility rules, including monitoring capacity and dress code.
- Supervise any enquiries customers have with the Centre shop
- Direct customers where required to the gym/café.
- Opening and preparing or closing and securing the Lord's Performance Centre.
- Reporting any maintenance and cleaning requirements.
- Fulfil other reasonable duties as assigned, both within the department and elsewhere in the facility.

*This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.*

### HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment, or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

## VALUES AND BEHAVIOURS

### SMART

We use our knowledge and expertise to ensure that everything we do looks, sounds and feels high quality

### ATTENTIVE

We are open and welcoming to all, always paying close attention to people's needs

### ORIGINAL

We are proud of our history and constantly seek to evolve and innovate

### TOGETHER

Like players, we help each other to achieve our collective goals and be our personal best

## PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

- Excellent face-to-face customer service skills, and the ability to deal professionally with high volumes of people in a sometimes very busy environment.
- Excellent telephone etiquette and strong written and verbal communication skills.
- Excellent verbal and written communication skills.
- Proven administrative skills.
- Experience working in a fast-moving customer service facing role.
- Prioritisation, organisation, and time management abilities.
- A flexible approach to working hours and tasks, particularly on weekends and evenings.
- Reliability and punctuality.
- Excellent IT skills, including a working knowledge of MS Office.
- Experience working within a sports or leisure centre is beneficial.
- DBS clearance.
- Safeguarding certificate.
- Some knowledge of cricket or the facility's background is a plus but not essential.