



Harlequins

Founded in 1866, Harlequins is a rugby club that is recognised around the world. The club is a founding member of the RFU and boasts more presidents than any other club as well as a healthy dose of international players from both our Men's and Women's squads. The 2020/21 season brought even more accolades to the Club, as Harlequins became Double English Champions with our Men and Women winning their respective league titles.

Success on the pitch demands even more success off it, so the Club is strengthening its Operations staff and are looking to recruit a Receptionist. The ideal candidate will have experience with face-to-face customer engagement, have first-class communication skills, attention to detail and have a passion for sport.

**Job Title:** Receptionist  
**Company:** Harlequin FC  
**Position:** Full time  
**Salary:** £20,000.00 per annum  
**Start Date:** Immediate Start  
**Role Purpose:** The role of a Receptionist at Harlequin FC would involve the full-time management of the reception area at The Stoop in Twickenham on non-matchdays. The successful applicant would be responsible for welcoming all visitors to The Stoop and handling all enquiries as the first point of contact at the stadium to welcome visitors, delivering excellent face-to-face customer service. The applicant would also manage some stadium operation tasks such as signing for deliveries, booking meeting rooms and at times, providing administrative support to the Customer Experience Team on both match and non-match days.

### Key roles and responsibilities

Reception duties:

- Welcome all visitors to The Stoop and announce to the appropriate staff colleague/s;
- Addressing visitor questions;
- Receive, respond to, and redirect all incoming calls;
- Sign for and log all deliveries and inform recipient;
- Distribute incoming mail items to staff members in the office;
- Manage internal/external room bookings, working with C&E team;
- Attend weekly event meeting to understand on-site activity;
- Direct and be on hand for all event visitors;
- Order supplies for the kitchen, i.e. Tea, coffee, etc;
- Keep the reception tidy and clutter free;
- Handle the matchday lost property process;
- Manage reception email account;
- Provide an overall welcoming environment.

Customer Experience support:

- Assist the Manager of Customer Experience with tasks when required;
- Support the Customer Experience team on matchday customer service when required.





### **Skills and Experience:**

- Good interpersonal skills and able to deal effectively with members of the public well
- Presents a highly professional image when representing the Club
- Regular and predictable attendance and punctuality
- Works effectively in a team and with a collaborative working style
- Passionate about providing excellent services to our supporters
- Uses own initiative and can work independently
- Takes responsibility for their own work
- Experience of working with the public
- Interest in sport, rugby in particular, especially from a supporter's perspective

### **Behaviours:**

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure;

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please email your CV and a covering letter to [jobs@quins.co.uk](mailto:jobs@quins.co.uk). Only successful applicants to be invited for interview will be contacted.