



# MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

## Casual Indoor Cricket Centre Duty office

**Department:** Indoor Cricket Centre

**Reporting to:** Indoor Cricket Centre Assistant 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.
- Additionally, this role provides the opportunity for casual workers to select their availability based on their preferences and the Indoor 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 deliver a professional and welcoming service to patrons and visitors at the Indoor Center while efficiently handling general inquiries received via telephone, in-person, or through email.

### KEY TASKS AND ACCOUNTABILITIES

- Act as the initial point of contact at the front desk for telephone, email, and face-to-face queries from both internal and external customers.
- Handle reservations and payment processing for a wide spectrum of booking types.
- Provide receipts and invoices upon request.
- Maintain the reception area display.
- Assist clients at the front desk and with lost property issues.
- Ensure compliance with facility rules, including monitoring capacity and dress code.
- Handle online bookings and process vouchers.
- Supervise equipment lockers.
- Perform nightly closing procedures and prepare for the following day's events.
- 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**

### **EXCELLENCE**

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

### **TEAMWORK**

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

### **INTEGRITY**

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

## **PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS**

- Previous front-of-house reception experience is a distinct advantage.
- Excellent customer service skills.
- Excellent telephone etiquette and strong written and verbal communication skills.
- 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.