



LIVE BORDERS

RECRUITMENT PACK

RECEPTIONIST

CASUAL RECEPTIONIST

ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.

A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.

A MESSAGE FROM OUR CHIEF EXECUTIVE



THANK YOU FOR YOUR INTEREST IN JOINING LIVE BORDERS.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

A handwritten signature in black ink, appearing to read "Cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive
Live Borders

THE ROLE

Job Title	Receptionist
Hour Of Work	32 hours per week
Salary	Grade 1 (£13.45 - £13.78) (£25,948.82 - £26,585.48)
Holidays	30 days, plus 4 public holidays (pro rata)
Location	Teviotdale Leisure Centre
Reports To	Supervisor
Closing Date	Monday 31 st August 2026 at 9am

JOB PURPOSE

To provide a friendly, professional and efficient front-of-house service across the leisure centre, acting as the first point of contact for customers and visitors. The role supports the smooth daily operation of the Centre, delivering excellent customer service while supporting memberships, bookings, administration, retail sales and customer engagement across facilities including the swimming pool, gym, fitness classes, café and soft play.

KEY RESPONSIBILITIES

Customer Service

- Greet customers, visitors and contractors in a professional, friendly and welcoming manner at all times
- Handle enquiries efficiently in person, by telephone, email and social media platforms
- Provide accurate information on memberships, activities, bookings, pricing, opening hours and Centre facilities
- Support customers with booking systems, app usage, account access and general membership enquiries
- Resolve customer concerns and complaints professionally, escalating where appropriate
- Promote a positive, inclusive and welcoming environment for all customers
- Maintain excellent knowledge of Centre programmes, promotions and services to support customer engagement and retention

Administration & Reception Duties

- Manage bookings and admissions for activities, classes, facilities and events using the Centre's booking systems
- Process memberships, renewals, upgrades, freezes and cancellations in line with organisational procedures
- Administer and maintain the Membership Relationship Management (MRM) system, ensuring customer records, attendance monitoring and membership data remain accurate and up to date

- Support customers with online bookings, direct debit queries and digital self-service systems
- Process cash, card and contactless payments accurately in accordance with financial procedures
- Complete end-of-shift cashing-up procedures and report discrepancies appropriately
- Maintain accurate records and handle customer information in line with GDPR requirements
- Support general administrative duties including filing, data input and customer communications

Sales & Promotion

- Promote memberships, activities, programmes, retail products and special offers in a proactive and professional manner
- Identify opportunities to upsell Centre services where appropriate, including memberships, swimming lessons, fitness programmes and retail products
- Support Centre marketing campaigns, events and promotional activity
- Assist with retail merchandising, stock presentation and maintaining attractive customer-facing displays
- Encourage customer participation in activities and programmes to support retention and engagement

Health, Safety & Security

- Follow all organisational health and safety procedures, Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs)
- Monitor customer access and support effective access control procedures throughout the Centre
- Report hazards, incidents, accidents and maintenance issues promptly in line with reporting procedures
- Assist with opening and closing procedures including security and operational checks
- Respond appropriately to emergencies, welfare concerns and first aid situations, escalating where required
- Support fire alarm, evacuation and emergency procedures
- Maintain safe, clean and secure reception and public areas at all times

Teamwork & Operations

- Work collaboratively with colleagues across reception, fitness, swimming, café, soft play and operations teams
- Support the smooth day-to-day operation of the Centre and assist during busy periods, events and programme changes
- Communicate effectively with colleagues and supervisors to ensure efficient service delivery and shift handovers
- Maintain a clean, organised and professional front-of-house environment
- Attend training sessions, team meetings and staff briefings as required
- Contribute positively to team culture and continuous improvement across the Centre

General Responsibilities

- Comply with all organisational policies and procedures • Maintain confidentiality and GDPR compliance at all times • Undertake training and continuous professional development as required • Carry out any other duties appropriate to the role

PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cycle scheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including:

- Counselling and legal information
- Financial Support
- Remote GPs where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts – access savings and rewards across a variety of big brands

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Colin Robinson, Operations Manager on crobinson@liveborders.org.uk

If you would like to apply for this post, head to
<https://liveborders.bamboohr.com/careers>