



# OUNDLE

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School

## Receptionist

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 840 boarding and 280 day pupils, with 260 day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of 600. The School prides itself on being associated with the best in modern independent school education. This would not be possible without the invaluable contribution made by the dedication, hard work and professionalism of the support staff functions.

As well as providing new and improved facilities for the School's pupils, the new Sports Centre facility has been designed to allow increased access to local residents, sports clubs and schools. It includes a large sports hall, 50m swimming pool, 50 station fitness suite, multiple dance studios and café. The new centre also hosts the School's match-day entertainment for visiting school teams.

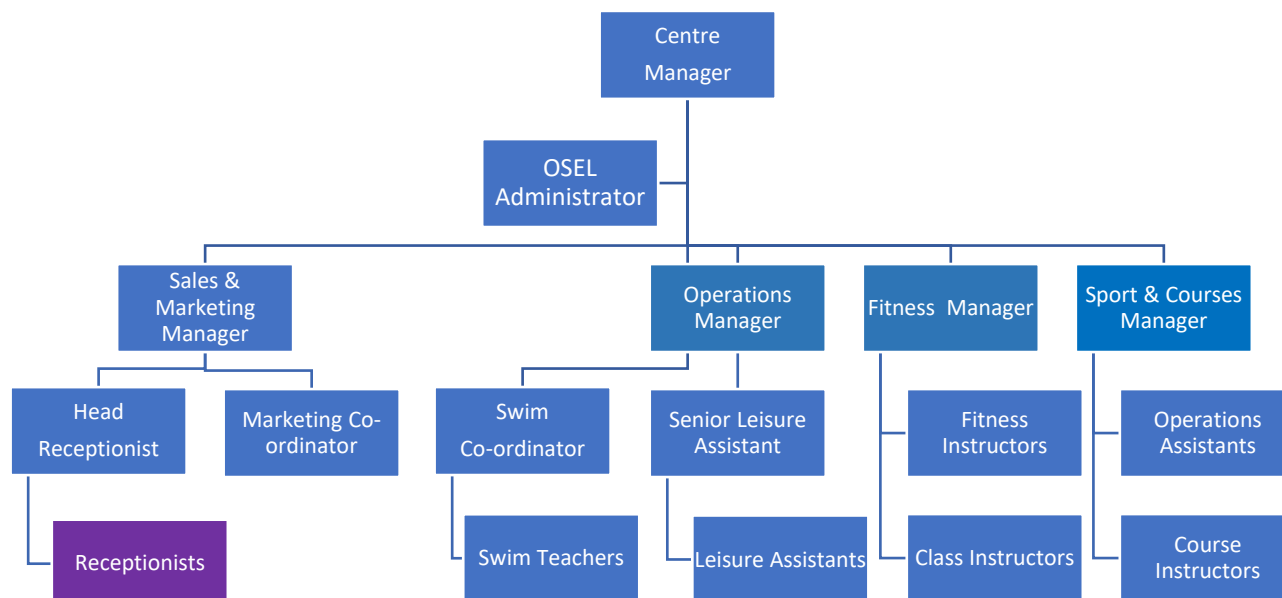
After accommodating the educational and social demands of pupils, the School is eager to develop wider access to the Centre and encourages participation by the local community in a range of sports and leisure activities organised and managed by the Centre staff. The Centre is managed by the School's trading company on a commercial basis. Critical to the success of the Centre is a commercially targeted and client focused staff team. Staff readily accept the responsibility of representing the School and Enterprise company in the local community.

Oundle School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service.



## Role details

Working within the Sports Centre team, the role holder will report to the Sales and Marketing Manager.



The purpose of the role is to provide all visitors to Oundle School Sports Centre with a friendly and positive experience through delivering effective customer service and maintaining efficiency and accuracy with booking information, cash reconciliation and general administrative duties.

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

### Responsibilities

#### Overview

- Efficient management of the reception areas including directing School pupils and staff, members and visitors to their destination and responding to enquiries in an efficient and effective manner, acknowledging the needs of the Centre and its customers.

### Duties

#### Customer Service

- Greet all visitors to the Sports Centre (including pupils, staff and members of the public) in a warm and friendly manner.
- Have a thorough understanding of all activities, offers and programmes within the Centre.
- Deal with all enquiries and visitor needs in a timely and professional manner.
- Always promote the Sports Centre when dealing with visitors and potential members.

### Sales

- Actively encourage and promote membership of the Sports Centre under the guidance of the Sales and Marketing Manager.
- Communicate any management booking enquires to the Sales and Marketing Manager.
- Promote activity schemes and current sale offers including the Centre's retail items to users.

### Administration

- Answer all incoming phone calls and record as necessary.
- Assist in the organising and implementation of the Centre's social events.
- Monitor and sign in and out contractors and guest visitors.
- Complete all processing of documentation and filing as appropriate in accordance with data protection regulations.
- Cash reconciliation of till and other payments.
- Process payments for membership, activities and sale items.
- Update and maintain the membership database.
- Take messages, pass on and follow up as appropriate.
- Record bookings for the Sports Centre's facilities and activities including fitness inductions.
- Maintain a smart and professional reception desk and reception area at all times.

### General

- Complete each shift in accordance with the rota and complete daily task sheets.
- Liaise with managers to focus on ways to improve the Centre.
- Supervise pupils and members/visitors and ensure their safety.
- Undertake regular staff training.
- Represent the Centre in a professional manner, including whilst arriving and departing site.
- Wear appointed and appropriate uniform.
- Attend team meetings and complete monthly training as required including Customer Care, product knowledge, Emergency action plans, communications and CPD as appropriate.
- Cover other departments during agreed working hours if trained to do so.
- Attend activities at the Centre, as required, to enhance your product knowledge to support customer service and your ability to actively promote the Centre.

### Additional Duties

- Act at all times consistently with Oundle School's Safeguarding Policy, associated procedures and standards of behaviour and in line with Keeping Children Safe in Education (KCSIE) Part 1 and Annex.
- Support the School's Prevent Strategy as outlined in the Prevent Policy in the Staff Handbook, ensuring that visitor and other relevant protocols are observed.
- Demonstrate an appreciation for the importance of diversity, through your actions and behaviours, with the School's Equality, Diversity and Inclusion Strategy.
- To carry out any other duties commensurate with the post as may be reasonably required by the line manager.

## Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application and completing the application form to ensure that their application and suitability reflects the essential requirements of the role.

| Qualifications                                                           | Essential | Desirable | Method of assessment                                                |
|--------------------------------------------------------------------------|-----------|-----------|---------------------------------------------------------------------|
| GCSE grade A-C or equivalent Maths and English                           | ●         |           | Application form                                                    |
| First Aid qualification                                                  |           | ●         | Interview                                                           |
| Skills and Experience                                                    | Essential | Desirable | Method of assessment                                                |
| Knowledge and experience of a customer focused environment               | ●         |           | Application Form                                                    |
| Previous administration experience                                       | ●         |           |                                                                     |
| Can demonstrate good literacy and numeracy skills                        | ●         |           | Interview                                                           |
| Experience of working in a leisure environment                           |           | ●         | Assessment Exercise*                                                |
| Understanding of cash reconciliation                                     |           | ●         |                                                                     |
| Experience of membership database software                               |           | ●         | References                                                          |
| Previous experience in a sales environment                               |           | ●         |                                                                     |
| Personal qualities                                                       | Essential | Desirable | Method of assessment                                                |
| Excellent organisation skills                                            | ●         |           | Application Form<br>Interview<br>Assessment Exercise*<br>References |
| Experience and ability to use Microsoft Word, Excel and Outlook          | ●         |           |                                                                     |
| An ability to communicate effectively with all staff, pupils and members | ●         |           |                                                                     |
| Previous experience of Powerpoint/Adobe                                  |           | ●         |                                                                     |

\* if appropriate

Every job description in the organisation will be subject to a review on an annual basis at the time of the annual appraisal meeting and may be reviewed as a result of a change in strategic direction or operational requirements.

It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

Candidates should familiarise themselves with the School's recruitment and associated policies on the School's website.

## Information for applicants

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start date    | As soon as possible, depending on completion of pre-employment checks (typically 4-6 weeks)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Hours of work | 40 hours per week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Working weeks | This is a 52-week role and is not affected by Oundle School Term times                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Contract term | Permanent, subject to a six-month probationary period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Remuneration  | £25,396 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Annual leave  | 21 days' paid holiday in each complete holiday year, plus seven public holidays. This is pro-rata for part-time staff. Any official closures of the Sports Centre (currently Christmas Day, Boxing Day and new Years' Day) is classed as non-working days. Any other public holiday when the Sports Centre is open will be classed as a normal working day for the purpose of rotas and you will receive your normal rate of pay for working on those days                                                                                                                                                |
| Other         | <p>We also offer:</p> <ul style="list-style-type: none"> <li>• Excellent working conditions</li> <li>• Group Personal Pension Plan</li> <li>• Life Assurance scheme</li> <li>• BUPA Wellbeing Expenses Plan</li> <li>• Access to some discounted tickets to the Stahl Theatre and Music Productions</li> <li>• Discounted membership of the Sports Centre and Swimming Pool</li> <li>• Cycle to Work scheme</li> <li>• Free light lunch available for staff during School term times</li> <li>• Free car parking (subject to availability)</li> </ul> <p><i>Some of the above are non-contractual</i></p> |