



# Sports Centre Receptionist

Recruitment Pack - Jan 2024



**CHELtenham  
BOURNside  
SCHOOL**

“Inspiring lives through learning”



# Welcome

**People are at the heart of Bournside.** Rating us as “Good” in all areas, OFSTED saw that “staff well-being, as well as curriculum knowledge, are paramount”. Our staff and students are **Ambitious, Purposeful, Proud, Respectful, Curious,** and **Supportive**. These are our values and whilst you’ll see them written on our website and on our corridor walls, where you’ll really see them is in the way we work together, the way we talk to one another, the way teachers teach and students learn. All that leads to what OFSTED called “**a harmonious school**”.

We are highly ambitious for the academic progress of our students: our positive **Progress 8 score of +0.52** places Bournside in the top 16% of schools nationally for academic progress.

Bournside is an established single academy trust with a PAN of 300. We have a wide catchment, over 200 staff and over 1,800 students. That means we have the resources to provide a wealth of opportunities: a sports centre and 3G sports pitches; a fully equipped drama studio, a large library, modern spacious English and Maths blocks, 12 science labs and specialist design, technology, computing and media rooms. Our highly successful sixth formers have their own large base within the school too.

No one gets lost in the crowd, however. In their 2022 report, OFSTED commented on the “**strong sense of community for both staff and pupils**” and that “**pupils are ready for learning and engage well with teachers and other adults.**” Everyone is a member of one of our six houses; coupled with our vertical tutor group model, the house system aims to nurture and enhance that sense of family and community, strengthen home/school communication, and provide opportunities for older students to act as role models for younger students, enabling them to have meaningful conversations about school life and their future aspirations.

If you have any questions regarding the position please contact Human Resources - [recruitment@bournside.gloucs.sch.uk](mailto:recruitment@bournside.gloucs.sch.uk). I would also very much encourage you to visit our school so you can see for yourself why it is a wonderful place to work.

I look forward to receiving your application to join us in **inspiring lives through learning**.

**Steve Jefferies**  
Headteacher



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## Overview

# Sports Centre Receptionist

- Start date:** Mid to End of January 2025
- Grade/pay scale:** £12.20 per hour
- Contract:** All year round, 13 hours per week contract
- Working pattern:** Monday 4.30pm - 10.30pm (30mins unpaid break)  
Saturday 8.15am - 4.15pm (30mins unpaid break)  
Potential to pick up extra hours on other shifts during the week when cover is required.
- Responsible to:** Sports Centre Manager

## Purpose

An exciting opportunity has arisen to join Cheltenham Bournside School as a **Sports Centre Receptionist**. We are looking to appoint a Receptionist to join our Site and Lettings Team. As a receptionist, you will provide a quality customer service to visitors of the Sports Centre.

You will usually work two shifts a week, Monday 4.30pm - 10.30pm and Saturday 8.15am - 4.15pm. There is a possibility we can offer some flexibility in hours worked therefore if you are looking for different hours or work on specific days, please state this in your application. This is an all year round role.

**Closing date: Monday 6th January 2025 at 9.00am**

**Apply online: [www.bournside.gloucs.sch.uk/school-information/careers-at-bournside](http://www.bournside.gloucs.sch.uk/school-information/careers-at-bournside)**

*Please note - We reserve the right to interview and appoint prior to the closing date.*



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## Job description

# Sports Centre Receptionist

*We are an equal opportunities employer and value respect and diversity across our school community. Bournside is committed to safeguarding and promoting the welfare of children and young people. All posts are subject to an enhanced DBS check.*

## Purpose

- To undertake reception duties to provide a quality customer service to visitors of the Sports Centre.
- To support the Sports Facility Manager in leading all associated activities in order to best support the school in achieving its strategic objectives.
- To oversee the running of let facilities whilst on shift, providing assistance and support to school facility users, promoting a customer-focused environment, generating excellent public relations and customer care.
- Supporting and contributing to the overall ethos, work and values of the school.

## Specific Responsibilities

- Welcome our visitors to the Sports Centre and covering the Sports Centre reception during opening hours.
- Answering enquiries (phone, email and face-to-face), dealing with enquiries and bookings and collecting customer feedback.
- This is a key holder position responsible for the opening and closing of the facilities, ensuring security by activation of the intruder alarm and ensuring building/equipment checks are carried out as stipulated in the daily log.
- Support the Sports Facility Manager in ensuring the health and safety of the school facilities, ensuring safe working best practices and compliance with legislation, including The Health & Safety at Work Act and COSHH Regulations.
- Oversee the running of let facilities, with responsibility for the daily lettings set up, plus set up for internal and external events within school buildings.
- Liaise with school staff regarding the use of facilities providing assistance with the execution of events when needed.
- Act as a point of contact for all stakeholders including facility users and outside contractors when necessary and to liaise with contractors on site when needed.
- Undertake safety audits of the premises including risk assessments and carry out regular checks of the facilities, logging any faults or maintenance issues via the schools H&S System.
- Maintain cleanliness of the site and fitness suite, including litter picking.





- Manage stocks of supplies and consumables.
- Assist the Sports Facility Manager with administration as required.
- Be responsible for and coordinate the activity of junior members of staff.
- Promote and ensure the health and safety of students, staff, and visitors.
- Provide emergency response when required.
- Contribute to marketing and promotion of the school facilities, taking an active approach in gaining additional bookings and lettings for the school.
- Responsible for the sixth form student who will be working alongside you.
- Oversee the coffee shop running and step in when required.

#### Other

- To work within school policies and procedure
- To participate in an annual Performance Development Review as required

*This job description sets out the main duties of the post at the date it was drawn up. However, it is not intended to be an exhaustive or definitive list. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. You may be required to carry out other duties commensurate with your role.*



## Person specification

# Sports Centre Receptionist

Cheltenham Bournside School will use this person specification as the selection criteria for the post, gained from applications, references, and interviews.

	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>First Aid at Work (or willingness to complete)</li> </ul>	<ul style="list-style-type: none"> <li>Sport &amp; Leisure Management qualification</li> <li>First Aid at Work</li> </ul>
<b>Experience, understanding and knowledge</b>	<ul style="list-style-type: none"> <li>Experience of developing and maintaining contacts with outside agencies as appropriate</li> <li>Computer literate and comfortable using Microsoft Office365 applications</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a previous management/team leader position</li> <li>Facility management experience</li> <li>Leisure industry experience</li> <li>Understanding of Legend</li> <li>Leisure Management system</li> <li>Understanding of NOPs &amp; EAPs, along with Health &amp; Safety in the Leisure industry</li> </ul>
<b>Personal qualities</b>	<p>These personal qualities are essential for creating a positive and supportive school environment that fosters the growth and development of students, staff and the broader community.</p> <p style="text-align: center;"><b>Ambition</b></p> <ul style="list-style-type: none"> <li>Shows enthusiasm to excel in their role.</li> <li>Takes initiative to identify and pursue opportunities for growth and improvement.</li> </ul> <p style="text-align: center;"><b>Curiosity</b></p> <ul style="list-style-type: none"> <li>Possesses a natural curiosity and desire to learn new things.</li> <li>Approaches challenges and opportunities with an open and curious mindset.</li> </ul> <p style="text-align: center;"><b>Pride</b></p> <ul style="list-style-type: none"> <li>Punctual and reliable.</li> <li>Pays careful attention to detail and takes pride in delivering high-quality work, effectively prioritising tasks to meet deadlines.</li> </ul> <p style="text-align: center;"><b>Purpose</b></p> <ul style="list-style-type: none"> <li>Demonstrates a strong sense of purpose and dedication to making a positive impact on students' lives.</li> <li>Is committed to serving the needs of students, parents, and the school community with purpose and intentionality.</li> </ul> <p style="text-align: center;"><b>Respect</b></p> <ul style="list-style-type: none"> <li>Shows empathy and understanding towards the needs and perspectives of others.</li> <li>Conducts themselves with professionalism and integrity in all interactions and communications, keeping calm when working under pressure in a busy working environment.</li> </ul> <p style="text-align: center;"><b>Support</b></p> <ul style="list-style-type: none"> <li>Works collaboratively as part of a team, supporting colleagues and sharing guidance, knowledge and resources.</li> <li>Provides encouragement and support to students, colleagues, and parents to help them achieve their goals.</li> </ul>	





## Supporting information

# Settling in at Bournside

We will fully support you with your transition to Bournside. Our HR team oversees the provision for new staff, including your induction to support you in understanding your new role.

### Induction

You will receive induction training on your first day, providing all of the information you'll need for a successful start at Bournside. Including:

- Leadership Structure
- Communication and meeting systems
- Induction procedures, performance management and professional development
- IT equipment
- Health and Safety
- Safeguarding
- Key policies

Your line manager or mentor will meet with you regularly to ensure you have the support you need.

### Continuing Professional Development (CPD)

We pride ourselves on being a forward-thinking in our approach to CPD. We use a wide variety of activities to engage all staff with sharing best-practice including whole staff training options and access to National Online Training resources.

We are also happy to discuss support to complete further relevant job role qualifications.

## Teacher Development Trust Gold Award

In 2023 our genuine, shared commitment to inspiring the lives of both students and staff through learning, was recognised with **The Teacher Development Trust Gold Award** following a rigorous audit of our provision for staff.



*"The school has a proven track-record in designing and delivering a high-quality, research-informed programme of CPD, which senior leaders quite rightly take great pride in. It was a great pleasure to speak with a range of staff who clearly feel well supported and appreciative of the developmental opportunities unique to the school." - TDT Auditor, 2023*



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## Support staff

# Employee Benefits

Please speak to the HR team about our full range of benefits.

### Lifestyle and wellbeing

- Salary sacrifice electric car leasing scheme
- Family-friendly policies
- Attractive salary and pension
- Generous annual leave entitlement
- Free one-to-one wellbeing support with a qualified psychotherapist and a coach
- Onsite parking facilities and cycle storage
- Free/discounted access to the school's onsite Gym (conditions apply)
- Cycle to work scheme
- Techscheme – save money on the latest tech from Apple and Currys PC World
- Blue Light Card - Discount scheme
- Staff social events
- Onsite catering (8.00am - 1.30pm daily).

### Statutory and other benefits

- The full range of statutory benefits including sick pay, maternity, parental, and adoption leave
- Enhanced Paternity Leave Policy
- We will honour your continuity of service in other state-funded schools in relation to sick pay and pension rights.
- Provision of all necessary IT equipment.



Lottie, our School Therapy Dog



**CHELTENHAM  
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**We are:**

Ambitious

Curious

Proud

Purposeful

Respectful

Supportive



**“leaders put the welfare of pupils, as well as academic achievement, at the heart of everything they do”**

**“strong sense of community for both staff and pupils”**

**“the school curriculum is ambitious”**

**“inclusive environment”**

**- Ofsted, 2022**



**“**Inspiring lives through learning