



# Sports Centre Receptionist

*Multiple flexible part-time positions available*

**2023-24**



**CHELtenham  
BOURNside  
SCHOOL**



**CHELtenham  
BOURNside  
SPORTS CENTRE**



# CHELTENHAM BOURNSIDE SCHOOL



## Welcome to Bournside

### People are at the heart of Bournside.

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, and the way we ensure that every day, in and out of lessons we are living our vision: **empowering lives through learning**.

Bournside is a large school with over 200 staff and 1,800 students. That means we have the resources to provide a wealth of opportunities: a sports centre with fitness suite and 3G sports pitches; a fully equipped Drama studio, a large library, specialised English and Maths blocks, 12 science labs and specialist design, technology, computing and media rooms. Our sixth formers have their own large base with numerous study rooms. Whilst not in use by students on weekday evenings and throughout the weekend, many of these high-quality facilities are

available to let and we would like to further invest in a team to support this.

We have been part of the community of Cheltenham for many years having moved to our present site in Warden Hill in 1972. Our value to the local community is developed in many ways: working closely with our neighbouring schools, taking the arts into the community, being the central hub for very many sports local sports teams, and, of course, being the school of choice for families in our part of Cheltenham and beyond.

If you have any questions regarding the **Sport Centre Receptionist** position, please contact Kirk Mahon, Site and Lettings Manager ([kdm@bournside.gloucs.sch.uk](mailto:kdm@bournside.gloucs.sch.uk)).

**Steve Jefferies**  
Headteacher



**Applications by:**  
Applications will be reviewed  
as they are received.

## Sports Centre Receptionist

Multiple part-time flexible positions available

<b>Post title:</b>	Sports Centre Receptionist
<b>Responsible to:</b>	Site & Lettings Manager
<b>Working days and hours:</b>	We have multiple part-time positions available (please state your availability in your application). Some weekend work could be required on occasion.
<b>Shifts available:</b>	Monday - Thursday: 4.30pm - 10.30pm Friday: 4.30pm - 10.00pm When available a weekend shift is: 8.15am - 4.15pm (can be split into half day shifts)
<b>Contract Type:</b>	All year round, 11.5 hours per week contract
<b>Salary:</b>	£11.20 per hour

An exciting opportunity to join the site and lettings team has arisen for an enthusiastic and customer service focussed Sports Centre Receptionist.

### 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.

### Special conditions

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.

*Cheltenham Bournside School is committed to safeguarding and promoting the welfare of children and young people according to child protection and safeguarding guidelines and expects all staff to share this commitment. A satisfactory enhanced DBS check is required for all Employees.*

# Person Specification

## Sports Centre Receptionist

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

	Essential	Desirable
Qualifications	<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 (or willingness to complete)</li> </ul>
Experience, understanding, and knowledge	<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 Leisure Management system</li> <li>• Understanding of NOPs &amp; EAPs, along with Health &amp; Safety in the Leisure industry</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Self-motivated and able to work independently, demonstrating proactivity and initiative</li> <li>• Customer focused with a friendly and positive attitude</li> <li>• Practical and well organised</li> <li>• Collaborative team player; willing to work effectively with others</li> <li>• Able to remain calm in an emergency</li> <li>• Able to act with confidentiality as required</li> </ul>	



# CHELTENHAM BOURNSIDE SCHOOL

## Employee Benefits

### Support Staff

#### General

- Provision of all necessary IT equipment.

#### Lifestyle and wellbeing

- Attractive hourly rate
- Onsite parking facilities and cycle storage
- Free access to the school's gym
- Access to one-to-one wellbeing support
- Family friendly policies

#### Professional development for all staff

- Support to complete CPD which is applicable for role.

## School values

**We are: Ambitious, Curious, Proud, Purposeful, Respectful and Supportive**