# Role Description

## Job Title: Receptionist

## Reports to: Front of House Manager

## Job context

Uppingham School, founded in 1584, is a leading co-educational independent boarding school which runs 24/7 in term-time. It has a strong academic profile and excellent pastoral care with an international reputation, and state-of-the-art science, sports and music facilities. Its 830 pupils, aged 13-18, are accommodated in 15 boarding houses, taught by over 20 academic departments, and participate in numerous extra-curricular activities such as sports, music, and drama. The academic programme is supported by business units responsible for marketing, estates, finance, HR, IT, operations (catering, cleaning, and procurement), health and safety, and the School’s trading subsidiary. The School employs c. 550 staff.

Opened in September 2010, Uppingham School Sports Centre (‘USSC’) is a fully dual-use facility and used by 1,300 public members as well as the School. Described by Lord Coe at its opening as ‘world class’, USSC has been designed to provide state-of-the-art sporting facilities for the school’s pupils, as well as allowing access to local residents, sports clubs and other schools.

The Centre contains a 6-court sports hall, 25m swimming pool, 60 station fitness studio, gymnasium, squash courts and dance studios. The fitness studio was fully re-equipped in December 2021. It also houses the School’s PE Department and includes a hospitality suite for match-day entertaining. USSC is managed and run-on behalf of the School by Uppingham School Enterprises Ltd, a wholly owned subsidiary, and employs c. 40 full- and part-time staff.

## Job purpose

To provide all visitors to Uppingham 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.

## Your accountabilities

**General**

Efficient management of the reception areas including directing 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.

**Customer Service**

1. Greet all visitors to the Sports Centre (including pupils, staff and members of the public) in a warm and friendly manner
2. Deal with all enquiries in a timely and efficient manner
3. Have a thorough understanding of all activities, offers and programmes in the Sports Centre
4. Identify visitor needs and assist the Sports Centre staff in meeting them
5. Promote the Sports Centre at all times when dealing with visitors and potential members

**Sales**

1. Actively encourage and promote membership of the Sports Centre under the guidance of the Front of House Manager
2. Communicate any external booking enquires to the Front of House and Operations Managers
3. Promote activity schemes and current sale offers
4. Actively promote the Centre’s retail items to users

**Administration**

1. Answer all incoming phone calls and record as necessary
2. Assist in the organising and implementation of the Centre’s social events
3. Monitor and sign in and out all contractors and guest visitors
4. Complete all typing and filing etc. as appropriate
5. Cash reconciliation of till and other payments
6. Process payments for membership, activities and sale items
7. Update and maintain membership database
8. Take messages, passing them on as appropriate
9. Take bookings for the Sports Centres facilities and activities – including fitness inductions
10. Maintain a tidy reception desk and presentation of reception area at all times
11. Complete rota hour timesheet and holiday requests

## Qualifications, skills and experience, personal qualities required

**Qualifications:**

* Desirable first aid at work

**Skills and experience:**

* Knowledge and experience of customer focused environment
* Previous administration experience
* Desirable experience of working in leisure environment
* Desirable understanding of cash reconciliation
* Desirable experience of membership database software

**Personal qualities:**

* Organisation skills
* IT literate
* A wide variety of communication skills and an ability to deal with people at all levels
* Good level of demonstrable literacy and numeracy
* Experience in a sales environment

## Key relationships

**Sports Centre personnel:**

* Sports Centre Manager
* Operations Manager: Duty Managers, Leisure Assistants, Course Instructors, Swimming Co-ordinator, Swimming Teachers
* Fitness Manager: Fitness Instructors, Personal Trainers, Studio Co-Ordinator, Class Instructors
* Front of House Manager: Receptionists

## Terms and conditions

Working hours Part time hours averaging 22 hours per week :

Wed 6.45am -2.15pm (7hours)

Thurs 2pm-10.15pm (7.75 hours)

Fri 2pm-10.15pm (7.75 hours) 32 weeks per year

Fri 2pm-8.15pm (5.75 hours) 20 weeks per year

Salary £11.44ph

Probation period 6 months

## Benefits

Holidays The annual holiday entitlement is 28 working days. Bank/Public holidays when the Centre is open are normal working days. Payment for all Bank/Public holidays is included in the salary above.

Pension scheme Defined contribution scheme: employee contribution matched by USE Ltd by factor of two, up to 10% maximum.

**Benefits** 50% contribution to premiums for the School’s private health scheme

Free Westfield Healthcare

Free membership of dual-use Sports Centre (£25 annual joining fee)

Free staff lunches in term-time

School fee discount

25% Holiday Club discount for children of Uppingham or Maidwell Hall staff

Retail, gym, supermarket, cinema and restaurant discounts

Cycle to work scheme

Employee Assistance Programme

Contributory pension scheme

Occupational Health Services

Free annual flu jabs

Recognised as a “Disability Confident” employer

Recognised as a “Mindful” employer

Recognised as “Investors in Diversity”

## Safeguarding

Uppingham School is committed to safeguarding and promoting the welfare of children. Successful candidates must be willing to undergo full screening in accordance with Keeping Children Safe in Education (KCSiE), including an Enhanced Disclosure and Barring Service check. Issues relating to safeguarding and promoting the welfare of pupils will be explored at interview.

## Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the school from time to time.

**Applications**

Applicants should complete the School’s application form, which can be obtained from the website ([www.uppingham.co.uk](http://www.uppingham.co.uk)) and returned, when completed, to [recruitment@uppingham.co.uk](mailto:recruitment@uppingham.co.uk), 01572 822216.

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