



# The Royal School

*Enterprises Ltd*

## Swim Centre Receptionist/Administrator Job Description

<b>Salary</b>	National living wage
<b>Accountable to</b>	Swim Centre Coordinator's/ Community Facilities Manager
<b>Accountable for</b>	Swim customers of the LTS Centre
<b>Main core duties:</b>	
<b>Main Responsibilities</b>	<p>The duties and responsibilities listed below are not exhaustive and there may be occasions when the post holder is expected to undertake other areas of work as directed by the Community Facilities Manager.</p> <p><b>General Responsibilities</b></p> <ul style="list-style-type: none"> <li>• First point of contact for pupils, parents and all visitors to the swim centre complex</li> <li>• To book swimming lessons for new and existing customers, process payments, ensuring data is accurately recorded on CoursePro</li> <li>• Keep reception areas welcoming, tidy and up to date</li> <li>• To answer the telephones courteously for the Learn to Swim and School Lettings, using initiative as required and forwarding messages and information as appropriate</li> <li>• Respond to enquiries from staff, pupils, parents and visitors in an efficient manner</li> <li>• To maintain confidentiality at all times.</li> <li>• To be aware of and comply with school policies and procedures (e.g. child protection, health and safety, data protection, confidentiality) and reporting concerns as appropriate.</li> <li>• To undertake appropriate training when required</li> <li>• To adhere to the ethos of the school</li> <li>• To set an example of personal integrity and professionalism</li> <li>• Attendance at appropriate meetings</li> </ul>
<b>General Duties</b>	<ul style="list-style-type: none"> <li>• To adhere to the policies and procedures of the Royal School.</li> <li>• To share in the corporate responsibility for the development and well-being of all LTS customers.</li> <li>• Make a positive contribution to the wider life and ethos of the swim centre and school;</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate consistently the positive attitudes, values and behaviour which are expected within the School community use based on mutual respect between swimmers, staff and parents</li> <li>• To take reasonable care of one's own health and safety and that of others and inform the Estates Manager of any concerns with regard to health and safety</li> </ul> <p><b>Undertake such duties as may from time to time be reasonably assigned by the Community Facilities and School Principal.</b></p>
<b>Ethos</b>	Promoting the ethos of the School, as expressed in the mission and vision statements, is a shared responsibility to which all staff make a significant contribution.

## Swim centre Receptionist/Administrator

### Person Specification

A = Application form, D = Documents, I = Interview, T = Test / Exercise

Description	Essential	Desirable	Method Used
<b>QUALIFICATIONS</b>			
Good general standard of Education	<b>x</b>		A / D
NVQ 2 or equivalent in Administration/Customer service		x	A / D
<b>SPECIFIC SKILLS AND EXPERIENCE</b>			
Work experience in a demanding administration role	<b>X</b>		A/D/I
Strong IT Skills, competent in use of Word, PowerPoint, Excel, Outlook	<b>X</b>		A/I
Experience of working with confidential information	<b>X</b>		A/I
<b>SPECIALIST KNOWLEGDE</b>			
Knowledge of Safeguarding children and young people and Child Protection	<b>X</b>		A/I
<b>PERSONAL ATTRIBUTES</b>			
Excellent communication skills both verbal and written	<b>X</b>		A/I/T
Enthusiasm and Approachability – able to put visitors at ease	<b>x</b>		
Have a flexible approach to work and be adaptable	<b>X</b>		A/I
Positive attitude to work	<b>X</b>		A/I
Ability to work in a highly confidential manner	<b>X</b>		A/I
Ability to take extreme pride in all tasks undertaken	<b>X</b>		A/I