Candidate Information

TONBRIDGE SCHOOL

RECRE8 COURSES CO-ORDINATOR



THE DEPARTMENT AND POST

Recre8 provides a vibrant programme of term-time and holiday courses, offering children and young people the opportunity to develop skills, confidence and a lifelong enjoyment of learning. Our extensive range of activities includes Swimming, Drama, Climbing, Gymnastics, Tennis, Cookery, Art, 11+ Tuition and many more. Delivered by experienced and highly qualified instructors, our courses combine expert coaching, structured progression and outstanding facilities to create exceptional experiences for every participant.

The Recre8 Courses Co-ordinator is a key member of the Recre8 team, supporting the successful planning, administration and delivery of our diverse programme of activities across both the Tonbridge School and New Beacon sites. Working closely with the Courses Manager, the post-holder will coordinate bookings and enrolments, maintain accurate records, communicate effectively with parents, participants and instructors, and provide outstanding customer service throughout the customer journey.

This is an exciting opportunity for a highly organised, proactive and customer-focused individual who enjoys working in a fast-paced environment. The role requires excellent administrative and communication skills, strong attention to detail, and a commitment to ensuring that every participant receives a high-quality and positive experience with Recre8.







JOB DESCRIPTION

Job Title Recre8 Courses Co-ordinator

Reporting to Recre8 Courses Manager

Main Purpose To lead on the day-to-day bookings operation, assist the Courses Manager in the organisation of the activity programmes and provide administrative support to the Recre8 Department as a whole. Additionally, during holiday periods, to lead small teams of staff and ensure the correct and efficient running of the courses programme.

MAIN DUTIES

Programme Co-ordination & Delivery

- To work closely with the Courses Manager to develop and schedule a diverse range of courses, including sports, arts, and educational activities across the Tonbridge and New Beacon sites.
- To assist the Courses Manager in researching new activities and opportunities to add to the breadth of the Recre8 programme.
- To oversee the shared Recre8 mailbox and respond to enquiries in a timely manner.
- To ensure all courses are staffed with qualified coaches and tutors.
- To ensure that courses are configured correctly and all rooms/course venues are reserved.
- To keep online listings up-to-date, lead on face-to-face activities and to pro-actively seek new marketing opportunities.
- With guidance from the Courses Manager, to train and lead a team of staff at a registration hub for either Tonbridge or New Beacon holiday courses.
- To relay customer and coach feedback and/or any areas of concern to the Courses Manager.
- In the absence of the Courses Manager, to oversee the day-to-day running of the department.

Bookings and Administration

- To act as a first point of contact for telephone enquiries to the Recre8 Department, providing excellent customer service.
- To provide general office administrative support to the Recre8 Team, including data management and record-keeping.
- Dealing with enquiries and any complaints in a calm, professional manner.
- Taking Recre8 bookings and queries, including monitoring online bookings.
- To ensure that all Recre8 programmes are processed using the booking system.
- To build excellent customer relationships with those booking and attending the Recre8 Courses.

Collaboration

- To collaborate with the HR department on the recruitment of Recre8 staff, ensuring that all new and existing Recre8 staff undergo and maintain up-to-date DBS checks and receive child protection training.
- To support the booking and Recre8 related administration processes used by the Reception Team.
- To assist the Customer Service Manager in training new members of the Reception Team.
- To assist in promoting courses through various channels to maximise participation.

Health and Safety

- To understand and comply with the School and Centre's Health and Safety procedures.
- To ensure the safety of Recre8 course participants by following correct operating procedures.

General

- To undertake any other duties as required by your Line Manager.

CONFIDENTIALITY

The successful candidate must maintain the confidentiality of information regarding Tonbridge School and The New Beacon, its staff and its business. Information must not be communicated to other persons in or outside our Schools except in the recognised course of their duties.

CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he or she is responsible, or with whom he or she comes into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protection Policy. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he or she must report their concerns to the Designated Safeguarding Lead or to the Headmaster.

PERSON SPECIFICATION

Skills and Abilities

- Excellent verbal and written communication skills with an ability to effectively interact with a wide range of people including School staff, children, and other stakeholders in a professional and friendly manner.
- Strong situational awareness with an ability to make successful decisions.
- Proven organisational and administrative skills.
- Fully computer literate and confident with various computer systems (Microsoft Office, OneDrive, Teams)
- Able to work flexibly to prioritise workload and complete tasks to deadlines.
- A 'can do' attitude and positive outlook.
- Proactive with the ability to solve problems.
- Ability to work collaboratively within a team and with staff at all levels, in a professional and friendly manner, while also demonstrating the capability to manage tasks independently.
- Strong interpersonal skills and customer service focus.
- Team player with willingness to support others in their roles and an ability to lead sub-teams as and when directed.
- Diplomatic, tactful and open-minded.
- Honest and trustworthy with the ability to exercise discretion, understanding and confidentiality in the execution of duties.

Knowledge and Experience

- Experience of working in a busy customer service role, preferably within an educational or leisure environment.
- Knowledge of operations including Health & Safety, Reception and customer service.
- An understanding of the importance of superb customer service.
- Competency with the principles of email and systems communications.
- Experience of best practice in customer-focused administrative processes.
- Knowledge of a leisure management booking system (desirable).

Qualifications

- First Aid certification would be an advantage.
- Relevant qualifications in education, leisure management, or a related field would be an advantage.

HOURS OF WORK

This is a full-time, all-year-round post of 40 hours per week, nominally Monday to Friday and nominally from 9am to 6pm, with a 1-hour unpaid lunch break. It will be a dual-site role based primarily at Tonbridge School but with the expectation of some working hours each week at The New Beacon. Occasional flexibility to working hours and some Saturday shifts may be required based on the department's needs.

The post holder will be expected to adopt a flexible approach to work and as the majority of the courses are delivered throughout the school's busy Easter and summer holidays, there will be a requirement to minimise holiday/leave during these priority working periods.

REMUNERATION AND BENEFITS

An annual salary of £28,598 plus a generous benefits package including:

- Pension scheme
- Annual leave plus statutory bank holidays
- CPD opportunities
- Lunch provided free of cost during term time
- Staff fee remission
- Staff car parking
- Subsidised Sports Centre membership (staff rates)
- Subsidised EMF Theatre tickets (selected performances)
- Membership of the School Library

Tonbridge School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to any post, including checks with past employers and the Disclosure and Barring Service.

APPLICATION PROCESS

SUBMITTING AN APPLICATION

Full details and an application pack may be found at:

http://www.tonbridge-school.co.uk/jobs

Apply via our online application form or send your completed application form to:

hrdept@tonbridge-school.org

01732 365555

Closing Date: Monday 16 November at 12noon

We reserve the right to interview and appoint prior to the closing date for applications, so early applications are encouraged.

TONBRIDGE
ONLY CONNECT

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TONBRIDGE-SCHOOL.CO.UK

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