Candidate Information

TONBRIDGE SCHOOL

# RECEPTIONIST
## Tonbridge School Centre

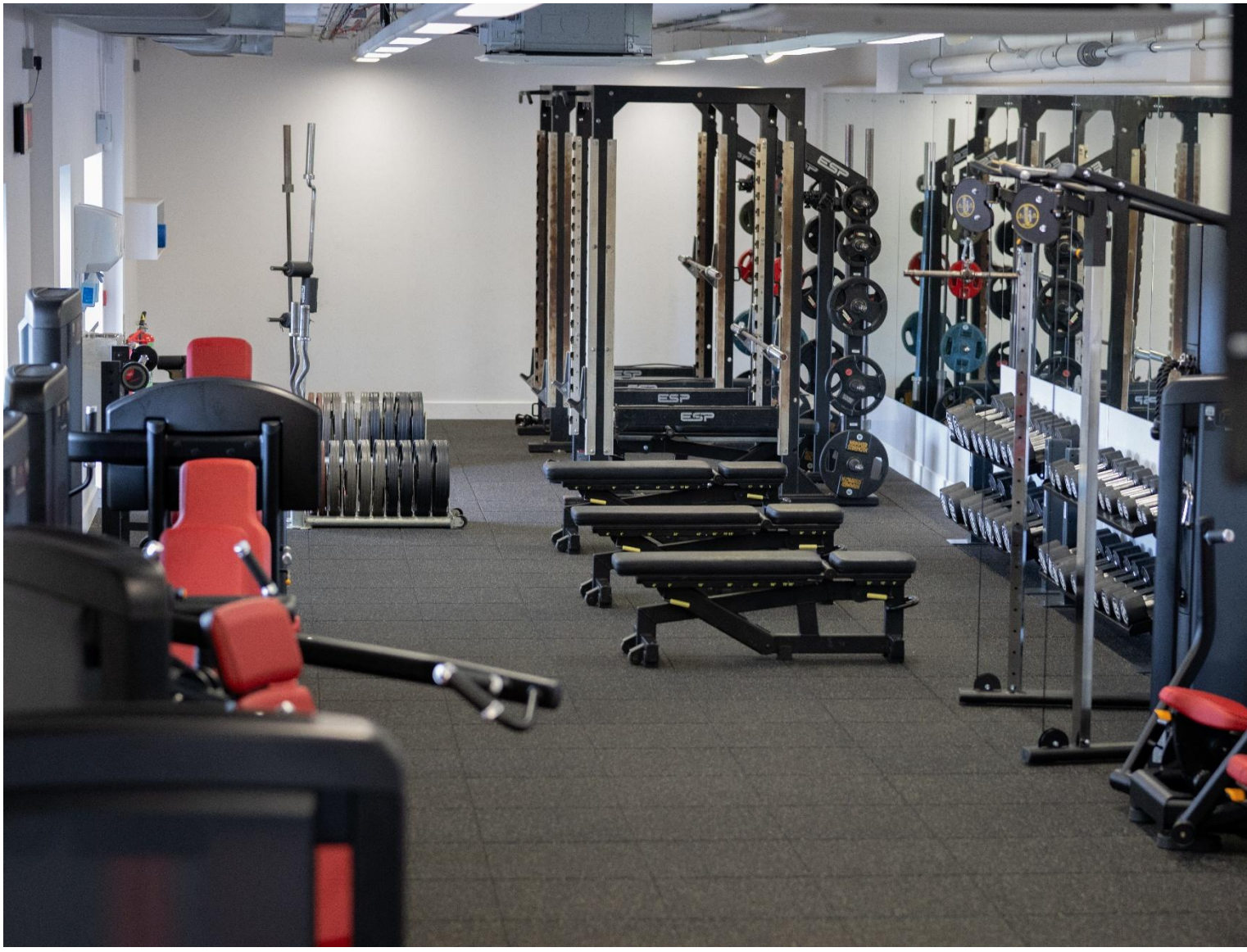


# THE DEPARTMENT AND POST

The Reception Team plays a key role in delivering a professional, welcoming and efficient service to all users of the School's sports and leisure facilities, including pupils, members, parents, visitors and attendees of Recre8 holiday and term-time courses. As the first point of contact, the team is responsible for creating a positive customer experience while supporting the safe and effective day-to-day operation of the facilities.

Reporting to the Customer Services Manager, the Receptionist will work as part of a busy and customer-focused team, providing a high-quality reception service and administrative support. The role involves handling admissions, bookings, memberships, payments and general enquiries, as well as assisting with the promotion of Leisure Club memberships and Recre8 programmes. The post-holder will help ensure the smooth running of reception operations while maintaining excellent customer service standards at all times.

This role requires a proactive, organised and professional individual who can confidently interact with a wide range of customers, manage multiple priorities and respond effectively to enquiries and issues. The Receptionist will contribute to a positive environment for all users while upholding the School's expectations regarding safeguarding, confidentiality and customer care.



# JOB DESCRIPTION

**Job Title:** Receptionist

**Reporting to:** Customer Services Manager

**Main Purpose:** To provide a friendly and efficient reception service for the pupils, members and Recre8 courses participants.

## MAIN DUTIES

- Undertake reception duties including admissions, membership sales, bookings, Recre8 and general enquiries.
- Support the day-to-day running of the facilities.
- Welcome members, boys, parents and visitors, handle enquiries and bookings, promote Leisure Club memberships and help to ensure the facilities run smoothly.
- Deal with bookings for Holiday and Term Time Courses (Recre8) and process the booking forms and payments.
- Assist the Membership Manager with membership sales tours and sign-ups.
- Build good customer relations with the members and boys.
- Monitor and supervise admissions of everyone entering the facility, and adhere to access control procedures.
- Undertake the effective operation of the sports centre's Booking system.
- Deal with enquiries, feedback and complaints in a professional and calm manner.
- Maintain the cleanliness and tidiness of the Reception area.
- Undertake any other duties as reasonably 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**

- Friendly, approachable, and welcoming manner, with the ability to create a positive first impression for visitors.
- Excellent interpersonal and communication skills, able to interact confidently with a diverse range of people.
- Strong organisational and multitasking skills, maintaining high standards of service in a busy environment.
- Resourceful and proactive approach, with the ability to identify solutions and resolve issues independently.
- Fully computer literate and confident with various computer systems, especially Microsoft Excel.
- Strong administrative skills, numeracy, accuracy and meticulous attention to detail is essential.

- Proven ability to build and maintain positive relationships with customers, members, parents, visitors, and colleagues through excellent customer service.
- Team player with willingness to support others in their roles.
- A commitment to excellence.
- Efficient, well organised, with a flexible and professional approach.
- Self-motivated with the ability to prioritise tasks, work under pressure and on own initiative.
- Reliable, honest and trustworthy.
- Hardworking, dependable, punctual and professional in approach to work.
- Willingness to participate in continuous training and development.

**Experience**

- Previous experience in a reception, front-of-house, leisure, hospitality, or customer service environment, providing a professional and welcoming service to customers and visitors.
- Experience handling bookings, admissions, memberships, payments, and general enquiries using computerised systems with a high level of accuracy.
- Experience managing multiple administrative tasks in a busy environment, including record keeping, data entry, and processing payments.
- Experience dealing with customer queries, concerns, and complaints professionally and effectively, ensuring a positive customer experience and successful resolution of issues.

**Personal attributes**

- Reliable, punctual, and dependable, with a strong commitment to completing tasks efficiently and on time.
- Professional and discreet, with the ability to handle confidential information sensitively and appropriately.
- Flexible and adaptable, able to respond positively to changing demands and situations.
- Team-oriented, with a willingness to support colleagues and contribute to a positive working environment.
- Strong customer service focus, ensuring all visitors receive a professional and courteous experience.

## HOURS OF WORK

4.5 hours per week on Saturdays from 8am to 12.30pm for 34 term time weeks plus an additional two weeks, totalling 36 weeks per annum.

## REMUNERATION AND BENEFITS

£14.67 per hour, including proportionate holiday pay.

Benefits package including:

- Pension scheme
- CPD opportunities
- Staff fee remission
- Staff car parking
- Cycle to Work scheme
- 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: Sunday 15 November at 5pm**

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**

Tonbridge School is a registered charity No. 1097977
The information contained in the brochure is accurate at the time of going to press