



## Watford Grammar School for Girls

JOB DESCRIPTION	
Job Title	Receptionist
Reports To	Fuller Life Manager
Contract Type	Casual
Role	Support
Working Pattern (Days)	Monday – Friday between 4pm – 10pm Saturday & Sunday between 7.45am-2pm
Working Hours (Time)	Requirement to work minimum of 12 hours per week.
Unpaid Breaks	None
Hourly Rate	18-20 - £10.50 21 plus - £13.30

### Context of the post

In all matters the foremost will be the supporting of the aims of the School and the policies laid down by the Governing Body. The spirit of all the school policies is summed up by our mission statement:

“To foster the academic excellence and personal development of each pupil in a caring, stimulating and challenging environment so that each pupil is able to fulfil her full potential.

To promote high quality teaching and learning and to hold high expectations of each pupil both in terms of achievement and good behaviour.

To manage the school in ways which involve the whole staff in preserving and carrying forward the special character of Watford Grammar School for Girls, which is based on care and respect for every member of the school community.”

It is the responsibility of every member of staff to ensure at all time the safety of the children in their care. All adults working in the school should know about the school’s child protection procedures and the identity of the Designated Senior person for child protection.

### Job Purpose

The purpose of the role is to provide a high standard of customer service to members and visitors to the Centre. The role is highly customer focused; you will be based at Reception ensuring our customers have a good experience with us. As a front of house position you will be required to wear a FullerLife Uniform (that will be supplied).

The role includes providing Reception Cover during Centre opening hours (Monday – Friday, 4pm-10pm and Saturday-Sunday 7.45am-2pm) and overseeing centre activities, including bookings and hiring of the facility by outside users.

The post holder will directly supervise the work of Lifeguard on duty (as appropriate) and be the responsible person in charge at the weekends. This will involve working unsupervised from time to time.



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### Main Duties and Responsibilities

#### Supervision

The post holder will work under the general and specific supervision and direction of the Fuller Life Manager.

#### Responsibilities

You will be expected to perform some/all of the following tasks dependent on shift times:

#### Centre Building

- Responsible for unlocking / locking of Fuller Life and other school buildings including Lady's Close, Hyde House and the Tennet Centre if there are any external bookings and managing any issues.
- Setting and unsetting of alarm at the beginning and end of each shift.

#### Customer Service

- Acting as a first point of contact for all membership and usage enquiries, providing responses and solutions to queries and resolving any conflicts in the most appropriate manner.
- Receiving and processing transactional payments (cash and card).
- Showing potential new customers, the facilities available and answering any membership questions or queries.
- Explaining policies and procedures to new members and helping them to get acquainted with the centre.
- Work on the reception counter to take bookings and provide information about the available facilities.
- Monitoring class attendance via an online booking system. Print the class lists and check members in before each class.

#### Facilities

- Undertaking a minimum of two monitoring checks (per shift) of the fitness areas and resolve or report any issues to the Fuller Life Manager using a central reporting document.
- Providing operational support as and when needed to facilitate the smooth running of the centre for staff and those using the facilities. These duties could include cleaning and setting up for activity bookings.
- Assist in the cleaning and general maintenance of the fitness Centre and make sure that equipment is checked, maintained and correctly set up.
- Setting up sports halls, gym, rooms and venues as and when. Assisting other colleagues with other day to day duties as required.
- Tidying the sports hall, exam hall and ensuring that hirers leave the facilities clean & tidy at the end of each session.



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### Other Duties

- Maintaining and updating membership records and processing fees as requested by management.
- Following established operational and health and safety procedures and training as directed, for both members, visitors, staff and the general public, including emergency evacuation procedures.
- Maintaining and monitoring stock levels and completing stock-takes when requested.
- Being able to update our social media accounts with relevant fitness information.
- First aid qualified preferred (training will be provided, if needed).

### Regular Contacts

- Fuller Life Manager.
- Lifeguard on Duty.
- Visitors and Members (including parents)
- External hirers booking/using the facilities.
- Cleaning staff (as appropriate).

### Occasional Contacts

- Site & Facilities Manager or Deputy Site & Facilities Manager.
- Finance & Business Director.

### Problems & Decisions

- Advising the Fuller Life Manager (or Site & Facilities Manager/ Deputy Site & Facilities Manager) where required of reported faults to the buildings, fixtures and fittings, which require specialist attention, and advising on appropriate remedial action.
- Checking and cleaning and gym equipment.
- Liaising with hirers on site to ensure letting run smoothly.

### Dress Code

- You are required to wear a FullerLife Uniform (that will be supplied) whilst at work.

### Finance & Resources

- The post holder will normally be responsible for dealing with small amounts of cash, ensure revenue and banking balances are banked correctly and placed in the safe each day.
- The postholder may also be responsible for a range of special aspects of the school such as swimming pool, tennis courts, sports equipment, outside sports fields etc.

### Physical Effort

- Moving and carrying furniture / other sports equipment, storing away after each event.
- Approx. 5% of the time might be spent moving and carrying various items.
- Approx. 10% of the time might be spent cleaning in and outside the school
- Approx. 85% of the time might be spent managing the site dealing with members, working on reception.

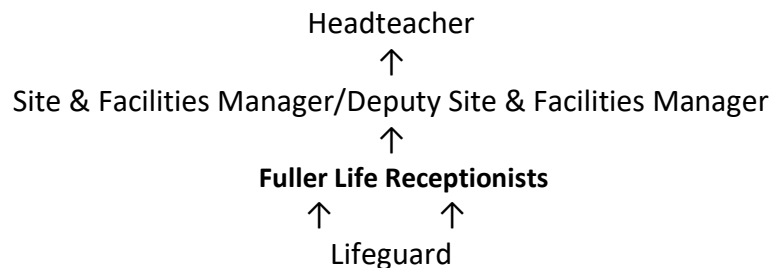
### Working Environment

- Some of the work may need to be done out of doors most will be inside.



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### Organisation Structure



### Personal Specification

#### Essential

- An interest in leisure and the ability to inspire, motivate and encourage people through fitness.
- Excellent at building rapport with all types of people and a high standard of customer service.
- Enthusiastic, outgoing personality and ability to build rapport with all types of people.
- Good communication, tact, team player, and the ability to work on own initiative.
- Capability to multitask and work under pressure to meet deadlines whilst maintaining accuracy and attention to detail.
- Awareness of safeguarding requirements.
- Up to date First Aid Certificate.
- Reliability and self-motivation skills.
- Proficient IT skills, with experience of working with IT systems and Microsoft Office.

#### Desirable:

- Level 2 NVQ in Customer Service or equivalent experience in a customer facing environment.
- Experience of working in a reception or similar environment
- An interest in leisure and the ability to inspire, motivate and encourage people through fitness.
- Interest in working in a gym fitness facility.

#### Notes

- a. All staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct.
- b. Staff uphold public trust in Watford Grammar School for Girls therefore staff are expected to maintain high standards of ethics and behaviour, within and outside school, by:
  - i. Treating students and colleagues with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to their position.
  - ii. Having regard for the need to safeguard students' wellbeing, in accordance with statutory provisions as appropriate.
  - iii. Showing tolerance of and respect for the rights of others



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- iv. Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs
  - v. Ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.
  - vi. All staff must have proper and professional regard for the ethos, policies and practices of Watford Grammar School for Girls and maintain high standards in their own attendance and punctuality.
- c. The post holder will take part in an annual performance Review at which objectives will be set and development needs identified.
  - d. It is a statutory requirement that all public sector workers in customer facing roles must be able to speak English fluently and you will be expected to demonstrate at interview and in the classroom the ability to converse at ease and at an appropriate level in accurate English with students, parents, and visitors to the school.
  - e. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.
  - f. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part may be so construed.
  - g. This job description is not necessarily a comprehensive definition of the post.
  - h. The duties and responsibilities listed describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be deemed necessary by the Headmistress.
  - i. The job description will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the post holder.

***Please sign both copies of this job description, keeping one for your files and returning one to the HR Department, within 14 days. If it is not returned within 14 days your acceptance will be presumed.***

Signed:

Date:

Headteacher

Signed:

Date: