

Receptionist

Brentwood School Enterprises

Job Purpose

To provide comprehensive administrative support for the efficient operations of BSE.

Hours

The work will take place within the following hours:

6:00pm – 10:00pm Monday – Friday
10:00am – 8:00pm Saturday
9:00am – 6:00pm Sunday

These shifts, and the scheduling of the lunch breaks, are subject to change according to the needs of the business.

Report to

Bookings Manager, Brentwood School Enterprises

Department

Brentwood School Enterprises (BSE)

Key Responsibilities & Accountabilities

Customer Care

- Delivery of the highest possible standards of customer care in all areas of booking, administration and customer liaisons.
- To provide a professional and warm welcome to all entrants, undertaking routine operation of access control systems and directing School visitors to the Porters Lodge / Headmaster's Reception as required.
- Handling enquiries, complaints and feedback promptly, escalating low level actions to the Duty Manager for swift attention and complex issues to the appropriate manager for resolution.
- Liaising with customers regarding membership enquiries, activity bookings and course enquiries.

Administrative and Financial Tasks

- Administration of members activity bookings, and processing of sales ensuring that correct payment systems are maintained.
- Liaison with Management team and Administrative team colleagues to ensure effective and accurate reception procedures are upheld.
- Maintaining strict standards of safety, security and services throughout Sports Centre operations with particular regard to the appropriate and required legislation.
- Counting the daily bar, cafe and reception till monies as required and reconciliation of the daily Z reading information as directed following company procedure with regard to the security of money management.
- Promotion of the general interests of the Sports Centre by establishing and/or maintaining links with other local agencies, sporting groups, clients and facilities.

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General

- Any other additional duties as specified by the Commercial Manager of BSE that may be reasonably necessary to meet the needs of the Employer's business.
- Any other additional jobs, including those of a higher or lower grade according to School needs for which you are reasonably qualified.

Person Specification

The Receptionist will need to possess:

- Prior experience in a customer facing service role, preferably within a sports, leisure or hospitality environment.
- Excellent interpersonal and communication skills (written and verbal) with a genuine commitment to customer satisfaction.
- A customer-focused mindset with excellent verbal communication skills and clear and accurate writing skills
- Excellent organisational skills, strong time management, multitasking ability and attention to detail.
- High standards of integrity and confidentiality, to be maintained at all times
- Computer-literacy in Microsoft Word and Excel packages is essential. Willingness to train in Gladstone leisure software and Google Workspace software is necessary for the role.
- The ability to remain calm, composed and flexible within a busy and demanding environment, finding solutions to problems that might arise on a daily basis
- Willingness to wear a uniform as part of the Centre's branding and professional image (Uniform will be provided)

Safeguarding

To be committed to the safeguarding and promotion of the welfare of young people. To demonstrate this commitment in every aspect of this post. To adhere to, and ensure compliance with, the School's Safeguarding Policy at all times. You are required to report any safeguarding or child protection concerns to the School's Designated Safeguarding Lead.

For further information, please visit :- <https://www.brentwoodschool.co.uk/sports-centre/vacancies/>

Or telephone (01277) 243344 and ask to speak to Paul Morgan, the Commercial Manager.

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