



Reed's School Job Description RSE OPERATIONS DEPUTY MANAGER

Reed's School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Department and Role:

Reed's School Enterprises manages the lettings and community use of Reed's and Ripley Court School's exceptional sports and leisure facilities, including tennis, swimming, and event spaces. The team also supports other commercial activities within the school, including the School Shop and Tuck Shop. We pride ourselves on providing a professional, safe, and welcoming environment for members, visitors, and hirers.

We are seeking a reliable, organised, and proactive Deputy Manager to support the RSE Manager and help deliver the smooth and compliant operation of Reed's School Enterprises.

This varied role covers compliance monitoring, health and safety, first aid provision, membership administration, lifeguard rota coordination, activity setup and close-down, site security, and occasional support for retail operations within the school.

The role is a full-time, year-round position and some weekend and evening hours will be required. The role will report into the RSE Manager.

Main Duties and Responsibilities:

- **Operational Excellence:** Lead the preparation, setup, and secure management of facilities for activities, events, and external hires, ensuring every detail is meticulously organised
- **Customer Engagement:** Serve as a primary point of contact for members, visitors, and hirers, delivering outstanding service and building positive relationships across all interactions.
- **Membership & Administration:** Oversee tennis and swimming memberships, manage renewals and enquiries, and maintain accurate records with a customer-first approach.

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- Compliance & Safety: Monitor safeguarding and compliance documentation for all hirers, coaches, and instructors; conduct regular health and safety inspections and risk assessments.
- First Aid & Lifeguard Coordination: Act as a designated First Aider, maintain first aid kits and records, and coordinate lifeguard rotas to ensure full coverage and up-to-date qualifications.
- Retail & Site Support: Assist in the School Shop and Tuck Shop, supporting uniform appointments, stock management, and providing cover during busy periods or staff absences.
- Site Security: Support site security operations, including opening, closing, and monitoring systems to maintain a safe environment for all users.
- Undertake such other comparable duties as the RSE Manager and Operations Director require from time to time.
- Promote and safeguarding the welfare of children and young persons.

Reed's School Person Specification
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Essential	<ul style="list-style-type: none">• Organisational Skills: Highly organised, able to manage multiple tasks and priorities efficiently.• Customer-Facing Skills: confident, approachable, and professional in all interactions, with a genuine commitment to delivering excellent service.• Teamwork: Proven experience working co-operatively as part of a team.• IT Competence: Proficient in Microsoft Outlook and Excel.• Reliability & Flexibility: Willingness to work evenings and weekends as part of a rota; dependable and proactive.• Motivation: Enthusiasm for working with children, young people, and the wider school community.• Driving Licence.
Desirable	<ul style="list-style-type: none">• Health and Safety, First Aid, Coaching, or Sports Fitness qualifications.• Experience in sports, leisure, or school-based operational environments.• Knowledge of safeguarding and health and safety legislation.• Ability to form and maintain appropriate relationships and boundaries with children and young people.