



Receptionist

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has a turnover in the region of £40m and a staff of approximately 800. The School prides itself on being associated with the best in modern independent school education.

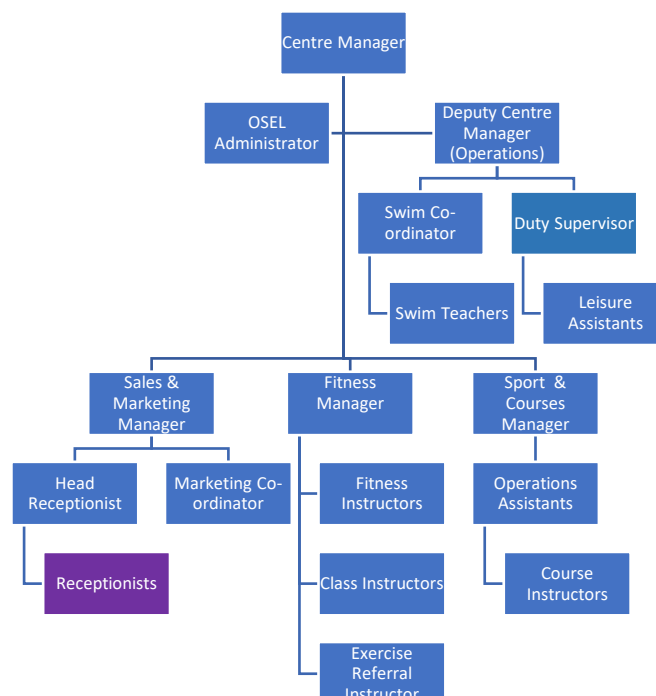
Oundle School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service.

About the Role

The purpose of the role is to provide all visitors to Oundle School Sports Centre with a friendly and positive experience through delivering effective customer service and maintaining efficiency and accuracy with booking information, cash reconciliation and general administrative duties.

About the Department

Working within the Sports Centre team, the role holder will report to the Sales and Marketing Manager.



Role Specification

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive, but highlight the main tasks.

Overview

- Efficient management of the reception areas including directing School pupils and staff, members and visitors to their destination and responding to enquiries in an efficient and effective manner, acknowledging the needs of the Centre and its customers.

Customer Service

- Greet all visitors to the Sports Centre (including pupils, staff and members of the public) in a warm and friendly manner.
- Have a thorough understanding of all activities, offers and programmes within the Centre.
- Deal with all enquiries and visitor needs in a timely and professional manner.
- Always promote the Sports Centre when dealing with visitors and potential members.

Sales

- Actively encourage and promote membership of the Sports Centre under the guidance of the Sales and Marketing Manager.
- Communicate any management booking enquires to the Sales and Marketing Manager.
- Promote activity schemes and current sale offers including the Centre's retail items to users.

Administration

- Answer all incoming phone calls and record as necessary.
- Assist in the organising and implementation of the Centre's social events.
- Monitor and sign in and out contractors and guest visitors.
- Complete all processing of documentation and filing as appropriate in accordance with data protection regulations.
- Cash reconciliation of till and other payments.
- Process payments for membership, activities and sale items.
- Update and maintain the membership database.
- Take messages, pass on and follow up as appropriate.
- Record bookings for the Sports Centre's facilities and activities including fitness inductions.
- Maintain a professional and tidy reception desk area at all times

General

- Complete each shift in accordance with the rota and complete daily task sheets.
- Liaise with managers to focus on ways to improve the Centre.

- Supervise pupils and members/visitors and ensure their safety
- Undertake regular staff training.
- Represent the Centre in a professional manner, including whilst arriving and departing site.
- Wear appointed and appropriate uniform.
- Attend team meetings and complete monthly training as required including Customer Care, product knowledge, Emergency action plans, communications and CPD as appropriate.
- Cover other departments during agreed working hours if trained to do so.
- Attend activities at the Centre, as required, to enhance your product knowledge to support customer service and your ability to actively promote the Centre1
- Act at all times consistently with Oundle School's Safeguarding Policy, associated procedures and standards of behaviour and in line with Keeping Children Safe in Education (KCSIE) Part 1 and Annex B.
- Support the School's Prevent Strategy as outlined in the Prevent Policy in the Staff Handbook, ensuring that visitor and other relevant protocols are observed.
- Demonstrate an appreciation for the importance of diversity, through your actions and behaviours, with the School's Equality, Diversity and Inclusion Strategy.
- Ensure compliance with the School's Health and Safety policy and requirements.
- Carry out any other duties commensurate with the post as may be reasonably required by your Line Manager.

These tasks are not intended to be exhaustive.

It is the shared responsibility of the post-holder and line manager to ensure that the job description is kept up to date.

Equal Opportunities

Oundle School and Laxton Junior School are proud to be equal opportunities employers. We welcome applications from all and value diversity throughout the School community. The School is committed to the elimination of unconscious bias, promoting an ethos of inclusion, respect for others and celebrating diversity in all its forms throughout the School community.

The recruitment process will be conducted in line with our Recruitment and Checks Policy and in such a way as to result in the selection of the most suitable person for the role in terms of relevant experience, abilities and qualifications, as well as to meet the School's compliance requirements.

The School will make reasonable adjustments to assist in the application and interviewing process of any disability identified by potential applicants, please make contact with the HR team in the first instance c/o opportunities@oundleschool.org.uk or ring 01832 277193.

Person Specification

The selection of candidates for short-listing will be based on this specification. Candidates should bear this in mind when preparing their application and completing the application form.

Qualifications	Essential	Desirable
GCSE Grade A-C or equivalent Maths and English	•	
First Aid Qualification		•
Competencies, Skills & Experience	Essential	Desirable
Knowledge and experience of a customer focused environment	•	
Previous administration experience	•	
Can demonstrate good literacy and numeracy skills	•	
Experience working in a leisure environment		•
Understanding of cash reconciliation		•
Experience of membership database software		•
Previous experience in a sales environment		•
Personal qualities	Essential	
Excellent organisation skills	•	
Experience and ability to use Microsoft Word, Excell and Outlook	•	
An ability to communicate effectively with all staff, pupils and members	•	

All roles at the School are classed as ‘regulated activity’ as per the Keeping Children Safe in Education guidance, therefore a good understanding of safeguarding procedures is essential.

Employment Information

The role is subject to a six-month probationary period. On completion, you will be expected to participate in the School’s appraisal system.

All members of staff are appointed to the School as a whole and may reasonably be asked to undertake similar or related duties in a department or team other than that to which they were originally appointed, or for any subsidiary company.

The School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. All staff appointed to the School are required to be checked through the Disclosure and Barring Service, and to provide evidence of identity, evidence of their entitlement to work in the United Kingdom, and evidence of qualifications deemed essential to the role, or declared on their application form.

- **Start date:** To be confirmed.
- **Contract:** Permanent.
- **Working weeks:** This role is 52 weeks.
- **Hours of work:** Average of 40 hours a week. The shift patterns will include a mixture of mornings, evenings and weekends. You will be entitled to an unpaid lunch break of 30 minutes where your engagement requires you to work more than six hours in one day.
- **Salary:** £12.71 hourly (£26,438 FTE). You will be paid each month through the year.
- **Holidays:** 6.4 weeks (32 days) including 8 bank holidays.

To apply, please visit our Recruitment website at: www.oundleschool.org.uk/vacancies

Closing date for applications is 30 September 2026 at 5pm.
Interview date to be confirmed.

If you have any questions about the role, please contact:

Human Resources

Oundle School, The Bursary, Church Street, Oundle, Peterborough, PE8 4EE

Email: opportunities@oundleschool.org.uk / Tel: 01832 277193