



## WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION



<b>Job Title:</b>	Casual Community Sports Receptionist
<b>Location:</b>	Across the Trust (based at Ivybridge Community College currently)
<b>Grade/salary:</b>	Devon Legacy Pay Scales, Grade B (SCP 4)
<b>Hours:</b>	Casual <i>Please note, hours will include shift-work, evenings and weekends</i>
<b>Reports to:</b>	Community Sports Development Manager
<b>Responsible for:</b>	N/A
<b>Key relationships:</b>	Community Sports Development Manager, Community Sports Team Leader and Operations Manager, PE Department, students, external sports clubs and members of the public

### **Job Purpose**

The Community Sports Receptionist supports the effective operation of the trust and works to uphold and promote its vision and values.

The post holder will be a member of the Community Sports Team of Ivybridge Community College providing receptionist duties during opening hours to members of the public.

### **Duties and Responsibilities**

1. At all times demonstrate and uphold WeST's core values, ensuring that behaviour, actions and decisions align with the principles that guide our work.
2. Meet and greet customers, acting as first point of contact through appropriate application of the Community Sport's policies and procedures.
3. Take bookings for Fitness Suite inductions, lettings, holiday activities and general enquiries, either face to face or over the telephone.
4. Operate the till system and process customer payments.
5. Ensure all bookings and any basic administration procedures are carried out thoroughly and accurately, providing a smooth and professional service at all times.
6. As directed to do so by the Duty Supervisor, provide assistance in the setting up and taking down of sports equipment.
7. Complete necessary cleaning duties around the sports facilities.
8. Unlock/lock areas for hirers and act as point of contact for them whilst they are on site.

9. Help ensure that the premises are looking their best and raise any concerns to the Duty Supervisor.
10. To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
11. To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
12. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
13. To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

### **Other Responsibilities**

1. Handle all confidential correspondence with discretion and in line with the Trust and Ivybridge Community College's Data Protection protocols.
2. Basic use of appropriate ICT packages as required.
3. Set up files and up-date where necessary through basic data input.
4. Provide support to other members of the Community Sports Centre.
5. To maintain acceptable personal standards of professional dress and behaviour.

### **General**

1. Support the general Community Sports services at the College in the event of priority needs.
2. Preparing and contributing to Trust wide development by sharing best practice and professional feedback.
3. To comply with and promote all Trust Policies, including Safeguarding, Health and Safety, and Equality and Diversity.
4. Be aware of and support difference to help ensure everyone has equal access to the services at the Community Sports Centre and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.
5. Contribute to the College's ethos, aims and development and improvement plan.
6. Work as part of a team, appreciating and supporting the roles of others in the team.
7. Attend and participate in meetings as required.
8. Undertake personal development through training and other learning activities, including performance management as required.

*This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.*

**PERSON SPECIFICATION**

E = Essential, D = Desirable

<b>Method of Assessment</b> The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
<b>VALUES-BASED BEHAVIOURS - It is important to us that your values align with ours:</b>			
<b>Compassion:</b>			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	X		X
<b>Aspiration:</b>			
Works to high expectations, modelling the delivery of high-quality outcomes	X		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	X		X
<b>Integrity:</b>			
Acting always in the interests of children and young people,	X		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	X		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	X		X
<b>Collaboration:</b>			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	X		X
<b>QUALIFICATIONS:</b>			
Good general education with GCSE or equivalent in English and Mathematics	E	X	
Basic knowledge of first aid	D	X	
Willing to undertake personal development through training and other learning activities	D	X	X
<b>EXPERIENCE:</b>			
A basic understanding of Microsoft packages	E	X	
Use of email and databases as required	D	X	
Experience working within a customer facing role	D	X	
<b>KNOWLEDGE, SKILLS AND ABILITIES:</b>			

Ability to work both under instruction, sometimes using initiative within defined guidelines	D	X	X
A proactive and professional approach	E	X	X
Excellent interpersonal and teamwork skills	E	X	X
Good communication skills	E	X	X
Be organised and able to keep simple records	E	X	X
Ability to provide excellent customer service	E	X	X
To respect and uphold confidentiality at all levels	E	X	X
To be flexible and pro-active towards changes in day-to-day working arrangements	E	X	X
To convey a friendly and approachable outlook to others	E		X
A willingness to help others	E	X	X
An interest in sports and a willingness to develop this knowledge further	D	X	X