

# STONYHURST SPORTS CENTRE



---

## JOB DESCRIPTION

**Job Title:** Senior Reception Co-ordinator  
**Department:** Stonyhurst Sports Centre  
**Line Manager:** Sports Centre Manager

### Job Purpose

This is an opportunity to be involved with Stonyhurst Enterprises, the trading arm of Stonyhurst College. The role will involve providing reception and administrative support within the Stonyhurst Sports Centre.

### Key Tasks & Responsibilities

- To provide administrative support to the Stonyhurst Sports Centre
- To provide the first point of contact for all enquiries, providing clear and knowledgeable information on the facilities and services offered
- To greet everyone entering the Centre in a friendly, welcoming manner and deal with all enquiries from members of the public, pupils and customers either via phone, email or in person
- To provide customer service support
- To manage the diary and liaise with outside agencies
- Cash reconciliation including receiving payments, operating the tills and ensuring that accurate receipts are issued to users. To liaise with the accounts department when necessary.
- To take bookings for the Sports Centre facilities, ensuring accurate book keeping and time/space management on the database software
- Monitor visitor access and maintain security awareness
- Address customer complaints in a friendly, constructive manner; to liaise where appropriate with the Manager or relevant person in resolving customer comments and complaints
- Process sales and memberships using the Centre's database software and complete ongoing membership administration and follow up with potential enquires
- Input data and maintaining accurate records on the Centre's database software
- Ensure all marketing material and notice boards are kept current and up to date, reflecting a high standard of presentation and promoting special offers and promotions to all users

- To work flexible hours including evenings and weekends as part of your normal duties
- To establish clear systems of work and procedures
- To provide day-to-day support to other members of the Sports Centre Team
- To attend regular staff meetings, and when necessary, staff training
- Have a full understanding of the Sports Centre's operating procedures and Emergency action plans
- Tidy and manage the Reception area, ensuring a high standard of presentation is maintained at all times

### **Person Specification**

#### **Qualifications**

##### **Essential**

- Educated to GCSE standard or equivalent qualification/experience

##### **Desirable**

- First Aid Qualification or a willingness to undertake one

#### **Skills/Experience**

##### **Essential**

- Previous experience of administration and receptionist work
- High levels of customer service delivery
- Excellent verbal and written communication skills
- The ability to work well on your own and as part of a team
- Keen attention to detail
- Self-motivated and reliable individual with a pro-active approach to work
- Calm under pressure
- Able to manage time well, prioritise and recognise urgent tasks
- Good knowledge of Microsoft Office (Word, Excel, Outlook)

##### **Desirable**

- Previous experience of working within a Sports Centre or Reception
- Cash reconciliation processes
- Monitoring membership systems and administration
- Experience of using software management systems