

Sports Centre Receptionist
1x Full Time (40 hours)

The Cheltenham Ladies' College is a leading girls' boarding school with an international reputation for excellence. We are looking for bright and articulate Receptionist to work as part of a team in a busy environment. As the first point of contact for our members, pupils and visitors, this is demanding and interesting role which will suit someone with a cheerful personality and a professional telephone manner, together with excellent organisational skills are required. A good understanding of computers, particularly knowledge of Microsoft Office (Word and Excel) would be an advantage. Experience of working in a similar customer service role is essential.

Closing date for applications: Wednesday 24th March 2010

Interviews will be held on: Wednesday 31st March 2010

The Cheltenham Ladies College is committed to safeguarding and promoting the welfare of children. All applications who are offered employment will be subject to a check by the Criminal Records Bureau. All applicants must complete an application form. We reserve the right to interview before the published recruitment date.

Further details and an application form can be found below. If you have any other enquiry, please contact the Sports Centre Reception Team on 01242 261346 or email sports@cheltladiescollege.org

Dear Applicant,

Thank you for your interest in the post of **Receptionist**. Please find enclosed a job description, an equal opportunities form and an application form.

Please ensure that that you provide the names and addresses of two referees, one of whom should be your current employer if applicable. It is College policy that we write for references during the selection procedure. For further information on the Cheltenham Ladies' College Sports Centre please visit www.clcsportscentre.co.uk

The closing date for applications is Wednesday 24th March 2010 and interviews will take place on Wednesday 31st March 2010.

As Cheltenham Ladies' College meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. The cost of application will be met by College.

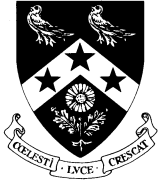
All posts in College are offered subject to the receipt by College of satisfactory references, verification of qualifications cited by candidate and a satisfactory medical report from the candidate's own doctor. As these checks can take time to complete, candidates are advised to disclose any possible impediment to appointment at the time of interview, as failure to do so could result in an appointment not being confirmed, or rescinded. All appointments in College are offered subject to the completion of a satisfactory probation period of six months.

The College acknowledges that smoking is injurious to the health of all and, therefore promotes a non-smoking policy in all of its premises. Prior to appointment, the successful candidate will be required to provide proof of qualifications.

Thank you once again for your interest and we look forward to receiving your application.

Yours sincerely

Lisa Silver
General Manager



The Cheltenham Ladies' College

JOB DESCRIPTION AND SPECIFICATION

Job Title: Receptionist (Sports Centre)

Objective: To support the work of the General Manager in a manner which allows the Sports Centre to help College maintain its position as an independent school with a reputation for academic excellence.

To provide a courteous, pleasant and competent point of first contact to visitors, members, staff, students and those reaching the Sports Centre by telephone and to serve as an effective communication conduit for the General Manager, the Sports Centre staff and PE staff in order to create a reliable, professional image which will enable the Sports Centre to maintain the College's standing as an independent school with a reputation for academic excellence.

Role: This position provides efficient, accurate and timely secretarial and administrative support within the Sports Centre. The post holder reports to the General Manager. This post holder will respond to incoming and outgoing telephone calls quickly, efficiently and appropriately and undertake clerical and secretarial activities as required.

The post holder is expected to promote the school and the Sports Centre at every opportunity and ensure that The Cheltenham Ladies' College is portrayed in an accurate and positive light as well as assisting in the process of fostering good relationships with members of the public and parents of students.

Background:

The Cheltenham Ladies' College ("College") is incorporated by Royal Charter and is a registered charity. College is an independent boarding school for girls aged 11-18 years and was founded in 1853. It has an outstanding record of achievement based on the principle that girls should receive an education equal to that of boys. Some 500 staff are employed throughout the College, in teaching, pastoral care, administration, domestic and other duties.

The College is governed by a Council of 21 members, who meet and visit the College regularly. The College and its staff are led and managed by the Principal and her Leadership Team which includes the Director of Finance.

Job Description:

Responsibilities and tasks will include:

- Answering all incoming telephone calls;
- Taking messages and effectively communicating them to members of staff;
- Responding to visitors and enquirers and if appropriate giving tours of the Sports Centre;
- Providing customer service to members, staff, students, and enquirers;
- Meet and greet members of the public, staff, and students upon entering the Sports Centre;
- Updating Reception diary to ensure information is passed on to staff;
- Take bookings for Sports Centre facilities and fitness instructors;
- Process and take payments for membership, sales of goggles, etc., and guest fees;
- Undertake photocopying, filing, and typing as necessary;
- To administer first aid and resuscitation when required;
- Sending out information packs and enclosures;
- Maintaining master copies of enclosures and photocopying same as required;
- Maintaining a tidy Reception at all times;
- Undertaking filing, photocopying and typing as appropriate;
- To assist in the locking and unlocking of the sports centre:
- Taking complete and accurate enquiry information;
- Taking and effectively progressing telephone messages;
- Assisting with set ups, proceedings and clean-up as needed;
- To carry out a daily college run, to frank post and distribute correspondence;
- Maintaining and entering memberships as needed on the Sports Centre Database;
- Placing orders for domestic supplies, office supplies and coffee/drinks machine supplies;

Person Specification:

- Superb organisational skills with an eye for detail
- Able to prioritise and work methodically
- Fast, accurate typing skills
- Excellent IT skills and a willingness to update these skills as new software is adopted
- A confident and pleasant telephone manner
- Good interpersonal skills
- Numerate and articulate
- A willingness to consult and seek advice
- Able to work alone or as a team member

Terms and conditions:

1. The full time position will work 40 hours rostered over the period of Monday to Sunday. The part time position will work 12 hours rostered over two days, one week day and one weekend shift. Shift work is a special condition of this post and hours worked will be within the sports centre opening times which are as follows - Monday to Thursday 0630hrs-2230hrs, Friday 0600-2200hrs and Saturday & Sunday 0730-2100hrs. Overtime will be paid at the normal hourly rate of the post.
2. Annual leave is 27 days a year pro rata plus a day in lieu is awarded for a statutory holiday which is worked. (Part time annual leave will be pro-rata)
3. Salary is paid monthly and any increases are implemented in September. The salary for this post will be point 11 on the CLC Support Staff pay scale £13,787.18 per annum. (Part time salary will be pro-rata)
4. A full induction programme will commence on joining College. This will include training where necessary and introduction to College procedures and its organisation.
5. The College operates a contributory Pension Scheme.
6. All staff are eligible for free membership of the CLC Sports Centre and reduced family rates.
7. Members of staff receive a discount on the day fees if their daughters are accepted into College. Part time staff receive a pro rata discount.
8. College is committed to equal opportunities for all its employees and its policy is available on request.

As well as those duties outlined above, the postholder is expected to perform any other tasks reasonably assigned.

Signed:

Date:

THE
Cheltenham
Ladies'
COLLEGE

EMPLOYMENT APPLICATION FORM

Position applied for:

1. Personal Details

Name in full (including title):		
Previous name(s) or aliases (and dates used):		
Permanent Address:	Address for correspondence (if different)	
Post Code:	Post Code:	
Email address:	*Date of birth:	
Telephone (Daytime)	Telephone (Evening)	Mobile

2. References

Please indicate two people who can provide references – one of whom should be your present/most recent employer, the other a separate organisation. It is College policy to take up references prior to interview.			
Name	Address and email (including post code and telephone number)	Position	Permission to contact prior to interview
1.			
2.			

Have you applied for a position at College before? If yes, please give details.

*as per Department for Education and Skills guidance on child protection

3. Education

Please include secondary and all post secondary qualifications. Continue on a separate sheet if necessary.

School/College/Institute	Dates from-to	Examinations taken	Result

4. Professional Qualifications

Institute or Professional Body	Qualification obtained	Date obtained

5. Employment:

Please provide details of **all** employment since leaving secondary education in chronological order, including voluntary work. Please include all periods not in employment. Continue on a separate sheet if necessary.

Starting with your most recent, please list all employment.			
Dates From - To	Employer name and address	Job title and brief description of duties	Reason for leaving
What is your current/most recent salary?		What salary are you looking for?	

Do you require permission/a Certificate of Sponsorship to take up employment in the UK? Yes / No
If Yes, please provide details:

Do you need to register under the Home Office EU Accession State Workers Registration Scheme? Yes / No
Are you currently registered with the Workers Registration Scheme number Yes/No
If yes, please provide your number

6. Criminal Convictions/Criminal History

* Have you ever been convicted of any criminal offence, have had any cautions or bind-overs? Yes/No

If yes, please give details. You may wish to provide details in a sealed envelope marked confidential.

*(Answering **Yes** does not necessarily debar you from appointment. If **Yes** you are required to give details as this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended. A subsequent offer of appointment will be dependent upon the completion of a satisfactory Enhanced Criminal Records Bureau check).

7. Additional information

Why have you applied for this position?

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Please give details of your leisure activities and clubs or associations to which you belong

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Please supply any further information you feel relevant in support of your application including future career objectives

8. Declaration

I declare that the information I have given in this application for employment including any supporting documents is accurate and true. I understand that providing misleading or false information will disqualify me from appointment OR if appointed, may result in my dismissal.

Signature Date

Data Protection Statement

The information that you provide on this form and that obtained from other relevant sources will be used to process your application for employment. The personal information that you give us will also be used in a confidential manner to help us monitor our recruitment process. If you succeed in your application and take up employment with us, the information will be used in the administration of your employment. We may check the information collected, with third parties or with other information held by us. Your details will not be passed to any third parties unconnected with College, except where required by law. By signing this application form we will be assuming that you agree to the processing of sensitive personal data, (as described above), in accordance with the Data Protection Act 1998.

Please return your completed application form to: HR Department, The Cheltenham Ladies' College, Bayshill Road, Cheltenham, Gloucestershire, GL50 3EP.

Monitoring and Health Information

The information below will be treated in the strictest confidence.

The Cheltenham Ladies' College recognises and actively promotes the benefits of a diverse workforce and is committed to treating all employees with dignity and respect regardless of race, gender, disability, age, sexual orientation, religion or belief. We therefore welcome applications from all sections of the community.

<p>Nationality/Ethnic origin</p> <p>White British <input type="checkbox"/> Irish <input type="checkbox"/> Other <input type="checkbox"/></p> <p>Mixed White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/> Other <input type="checkbox"/></p> <p>Black or Black British Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other <input type="checkbox"/></p> <p>Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other <input type="checkbox"/></p> <p>Chinese or Other Ethnic Group Chinese <input type="checkbox"/> Other Ethnic Group <input type="checkbox"/> Please specify</p>
<p>Gender Male <input type="checkbox"/> Female <input type="checkbox"/></p>
<p>Where did you learn of this vacancy?</p>
<p>Disability Have you any impairment/illness which would affect your ability to carry out the job for which you are applying? Yes/No</p> <p>If yes please give details to ensure that where appropriate necessary adjustments can be made.</p> <p>Are there any adjustments that may be required to be made should you be invited for interview?</p> <p>Are you registered disabled? Yes/ No</p>
<p>Health Have you been absent from work during the past two years? Yes/No</p> <p>If yes, please give details including the number of working days lost on each occasion and the reasons for absence.</p>

Signature Date

Print Name

