

Job Title	Sports Centre Administrator
Job Family	Repton Enterprises
Reports to	Sports Centre Manager
Key Stakeholders/Internal Customers	Sports Centre Users, Event organisers, Sports staff, IT, Finance & Marketing teams
Hours	Part time (30 hours)
Holidays	20 Days (pro-rated to part time hours) plus Bank Holidays (where your working pattern dictates that you work a Bank Holiday, you will receive a day in lieu).
Location	Repton Sports Centre
Benefits	Employer Pension Scheme Sports Centre Membership Discount
Role Overview	
<p>We are seeking a highly organised and proactive Sports Centre Administrator to join our dynamic team. This role plays a vital part in ensuring the smooth operation of our sports centre, with responsibilities spanning booking coordination, invoice processing, and front-and back-of-house system management. The successful candidate will be a key point of contact for customers, staff, and suppliers, supporting both administrative efficiency and outstanding service delivery.</p> <p>The Sports Centre Administrator plays a pivotal role in the day-to-day operations of the Sports Centre, ensuring seamless coordination across bookings, finance, systems, and customer service. This role supports both front- and back-of-house functions, acting as a key liaison between customers, staff, and suppliers. The ideal candidate will be highly organised, tech-savvy, and customer-focused, contributing to the smooth running and welcoming atmosphere of the Centre.</p>	
Role Responsibilities	

Bookings & Scheduling

- Manage and co-ordinate facility bookings (internal, external, and community use)
- Maintain accurate scheduling through relevant systems (e.g. booking software, calendars)
- Liaise with coaching staff and venue teams to allocate resources
- Ensure event briefs and set-up instructions are issued for each relevant booking
- Regular meetings with wider Enterprise and Sports Centre team to co-ordinate delivery of bookings and events
- Work towards achieving Sports Centre occupancy and financial targets

Finance & Invoicing

- Raise and process customer invoices for facility usage
- Track payments, reconcile accounts, and follow up on outstanding balances
- Support budget monitoring and purchasing procedures as required
- Manage direct debit process for memberships
- Provide reports and updates to management on key performance indicators

Systems Administration

- Operate both front- and back-of-house systems to maintain records and customer data
- Be the point-of-contact for CRM system configuration and management
- Monitor usage reports and support system upgrades or maintenance
- Ensure compliance with data protection and finance procedures

Customer Service & Front of House Cover

- Provide cover for the Front of House team during busy periods or staff absence
- Greet visitors, manage enquiries, and offer professional support at reception
- Promote a welcoming, friendly, and safe environment for all centre users
- Communicate effectively, both verbally and in writing, with other team members, Sports staff and Sports Centre users with the ability to adapt style

Other Duties

- Take an interest in wider School and Sport programme to support all users of the Sports Centre
- Awareness of legislative requirements including Safeguarding and GDPR

Person Specification**Profile**

- High energy, positive and a can-do attitude
- Solution orientated, proactive and adaptable with good attention to details
- Discreet and professional approach, flexible to the demands of the role
- Used to working at pace and managing a diverse and varied portfolio of work
- Proactive approach to new technology developments

Experience

- Experience in facility hire and bookings management systems
- Understanding of GDPR and the ability to maintain confidentiality and trust
- Experience of invoicing and fee collection processes
- Experience in customer-facing role

Knowledge and Skills

- Excellent IT skills in all MS Office applications, including Word, Excel, PowerPoint, Outlook, Forms and MS Teams
- Proactive communication, planning and organisational skills
- Good interpersonal and analytical skills
- Warm customer service skills
- Competent English grammar and punctuation
- Strong attention to detail
- Discretion and the ability to deal with matters of a confidential and/or sensitive nature
- An understanding of the importance of safeguarding in schools
- Knowledge of leisure CRM systems is desirable

Personal qualities

- Able to maintain confidentiality
- Committed to the role and the organisation
- Able to remain calm and professional under pressure
- Able to use initiative to deal with routine matters
- Able to work flexibly under pressure and to tight deadlines
- Good team player with a collaborative approach
- Excellent people skills

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at: [Safeguarding Children and Child Protection Policy-2535.pdf](#)