

Job Title	Front of House and Coffee Shop Assistant
Job Family	Repton School Enterprises Limited
Line Manager	Sports Centre Manager & Sports Centre Operations Manager.
Key Stakeholders/Internal Customers	Public, Sports centre staff, Enterprise Operations Manager, Learn2Swim Coordinator, School Sport Staff, Head of Enterprise
Hours	Zero hours – Casual contract
Holidays	Holiday allowance is incorporated into the hourly rate.
Location	Repton School Occasional work at Repton Prep if necessary.
Benefits	Employer Pension Scheme Sports Centre Membership
<b>Role Overview</b>	
To handle client-facing duties as well as general reception and coffeeshop tasks. When our clients walk into Repton Sports centre, we want them to find a friendly, smiling face and a helping hand. The ideal candidate has excellent communication and multitasking skills, a positive attitude and a strong work ethic.	
<b>Role Outcomes</b>	<b>Key Performance Indicator(s)</b>
<b>Bookings and Invoice Administration Efficiency.</b>	Key and clear targets, understanding of accountability, feedback
<b>People Management.</b> Effectively support the Front of House manger in delivering great customer service, and helping with bookings, coffee shop duties and all other front of House requirements	Feedback from staff.
<b>Other Duties.</b> A flexible and supportive, can-do approach has been delivered within the department and to our customers.	Feedback Evidence of behaviour
<b>Role Responsibilities</b>	
<b>Main Responsibilities</b> <ul style="list-style-type: none"> <li>• Maintain relevant professional and management competency.</li> <li>• Implement all relevant corporate policies and procedures relating to the management of the Sports Centre and its staff. Relevant policies include the Equal Opportunities Policy, Health &amp; Safety Policy and Child Protection Policy.</li> <li>• Have effective communication to all members and users of the sports centre. This will include facility information and marketing.</li> <li>• Is responsible for assisting in of all front of house services. This includes cash handling, reception and coffee shop.</li> <li>• Will be required to ensure all functions of above areas are carried out in accordance with agreed procedures, protocols and timescales, reporting to the Sports Centre Operations Manager &amp; Front of House Manager, as necessary.</li> <li>• Monitor and order coffee shop supplies as needed.</li> <li>• Answer phone calls in a professional manor.</li> <li>• Effective management of payments.</li> <li>• Stock checks as required.</li> </ul>	

### Reception

- Will be accountable for effective management of data/personnel details with attention to detail being an essential element of this role. Working with the rules of GDPR.
- Working closely with the Front of House to always ensure the effective flow of resources throughout the centre, communicating the specific needs of each booking.
- Assist with Learn2swim services, assisting in their administration and retail requirements.
- Assist with adding school and external bookings on to the computer system.

### Coffee shop

- Make and serve specialty coffee and tea beverages.
- Speak and interact with both new and regular customers.
- Maintain a clean and sanitised workstation.
- Follow food health and safety guidelines.
- Follow recipes and presentations for food and beverage items.
- Be punctual and able to observe regular and consistent attendance.
- Contribute to a positive team environment.
- Clean and clear coffee shop area to maintain high standards.
- Place orders as and when needed for supplies.

### Other

- You are to undertake all such other duties as the school may reasonably from time to time communicate either orally or in writing to you.

## **Person Specification**

### Relevant Prior Experience

- 2+ year's experience as a Receptionist or Administrative Assistant
- Knowledge of spreadsheets and word processing documents
- Exceptional customer service skills and professional phone manner
- Experience booking systems or willingness to learn

### Candidate Profile

- High energy, resilient, can-do attitude, proactive approach
- Approachable, polite & calm under pressure
- Professional in appearance and demeanour
- Technically capable and willing to learn.
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors.
- Used to working at pace and managing a diverse and varied portfolio of work.
- High levels of accuracy and attention to detail
- Confident and competent in the use of technology and supporting databases.
- Care and attention, particularly for all aspects of health and safety, and for data management and protection.

### Qualifications

- **Food Hygiene level 1 (willing to qualify)**

## **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 <https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>