



Oxley Sports Centre is located on the western edge of the historic and beautiful Abbey town of Sherborne and has excellent first-rate facilities. Our modern and spacious Fitness suite was refurbished in 2022. We also have 25m swimming pool, a sports hall, climbing wall, spin zone, squash courts, tennis courts, a treatment room and the Coffee Pod.

Sherborne Sports and Leisure Ltd is a wholly owned subsidiary of Sherborne Girls School. SSLL is responsible for the operation of Oxley Sports Centre.

Job Description for Receptionist

The Centre is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Summary of the Role:

To provide a friendly and effective service to all Centre customers and potential users and to answer all enquires either over the telephone or face to face confidently. Be proficient in handling monies and cashing up. You may be required to do a variety of admin duties and other responsibilities as required. You will be flexible to work across a 7-day week rota including evenings and weekends.

Responsible to:

Deputy Manager – Customer Experience

Main Duties and Responsibilities:

- To act as the first point of contact at Oxley Sports Centre and to ensure customers first impression of the Centre is a positive one.
- To assist customers making enquires, either in person or by phone and screen and forward incoming phone calls
- Greeting customers and members, making them feel welcome in a friendly and positive manner.
- To show prospective members around the Sports Centre and actively sell the benefits of regular exercise and health promotion to the lifestyles of all members, prospective members and visitors.
- To assist customers making choices regarding membership to ensure they are sold the correct membership and sign them up correctly. Ensuring the right amount has been taken and Direct Debits are set up in time.
- To take bookings for activities at the Centre using the computerised booking system. Including booking customers in for classes and booking them for the following week, taking party bookings, swims school enrolments and bookings for junior courses.
- To ensure that customer feedback is used in a constructive way, as part of the continuous improvement process.
- To assist with the promotion of the Centre and its activities within the Centre.

	• To have a thorough knowledge of the Centre facilities, products and services. • To keep the retail display stocked and presentable and to replenish leaflet dispensers as and when required. • Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges) • To assist the management team with membership promotions and the retention of members. • Receive, sort and distribute daily mail/deliveries. • To provide administrative support to the Management team and the Company as and when required. • To receive cash, cheque and credit cards as payment for Centre activities and to issue receipts to customers. • To be responsible for the reconciliation of till contents and complete the cashing up sheets correctly at the end of the shift, investigating any inaccuracies and if no solution presents itself documenting these on the cashing up sheet. • To ensure that the reception and foyer areas are always presented in a clean and hygienic manner • Any other duties and responsibilities as may be required within the scope of the post.
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Person Specification		
	Essential	Desirable
Qualifications and Experience	Experience of working with organisational systems and processes. Experience with cash handling and cashing up daily takings. Previous experience in a similar role	Previous experience of working in the leisure industry.
Skills and Abilities	Good working knowledge of using MS Office to a competent level within an office environment Excellent communication skills with customers and peers of all levels up to Senior Management Ability to prioritise a range of different tasks	
Personal Attributes	Energy, enthusiasm and commitment Organisational and time management skills Ability to use your initiative and work as part of a team or unsupervised	

Additional Information

Hours of work: An average of 17.5 hours per week on a shift basis.

Salary: £11,111 per annum.

Pre-employment checks and Probation:

The successful applicants' appointment will be subject to successful completion of a probationary period and full pre-employment checks. Sherborne Girls will conduct online searches for shortlisted candidates. This check will be undertaken based on the requirements set out in Keeping Children Safe in Education 2024. The check will help us to ensure safe and robust checks on the suitability of individuals to work within our School. *To minimise unconscious bias or potential discrimination issues, a person who will not be on the appointment panel will conduct the search and will only share information if and when findings are of concern.* A panel may explore any concerns passed to them as part of our due diligence process.

Benefits:

- Membership of an appropriate pensions scheme
- Free onsite parking
- Discounted food and beverages at the Coffee Pod
- Free Membership to the sports centre

Application Process:

- The closing date for applications: **Friday 28th November 2025**
- Interviews will take place in the week commencing: **Monday 1st December 2025**