



## TERMS & CONDITIONS

These Conditions and Regulations are binding upon any persons, club or organisation hiring the facilities at any of The Company's premises and relate to all parts thereof.

All correspondence in connection with the hiring of The Premises shall be addressed to:

Community Development Manager  
Oasis Academy Wintringham  
Weelsby Avenue  
Grimsby  
DN32 OAZ

## INTERPRETATION

In these terms and conditions:-

- A) The Company means Oasis Community Learning.
- B) The Premises means Oasis Academy Wintringham, Weelsby Avenue, Grimsby, N E Lincs, DN32 OAZ including all associated buildings and land.
- C) Hire Agreement means the contract entered into by the person making a booking.
- D) Period of Hire means the specified period of use for an activity or resource as stipulated by the Hire Agreement.
- E) Hired Facilities means the scope of facilities granted for use as stipulated by the Hire Agreement.
- F) Hire Charge means the amount payable by The Hirer as stipulated by the Hire Agreement.
- G) The Hirer shall be deemed to include any person using The Premises or any of its facilities in consequence of the hiring whether or not a charge has been and shall also include a spectator.

## 01. PREMISES

In all correspondence, advertising, publicity and media coverage The Premises shall be referred to as Oasis Academy Wintringham

## 02. BOOKINGS

Transfer of bookings will be allowed only with the written consent of the Community Development Manager. The Premises may, at the Community Development Manager's discretion, be booked for an Event Booking more than one year in advance subject to the strict understanding that the scale of charges at the date of the Event will apply unless payment is made in full at the time of booking.

### 02.01. Casual Bookings

Casual bookings can be made up to six days in advance and may be made by persons aged 8 or above. Casual bookings are defined as single bookings for the specified Period of Hire.

### 02.02. Block Bookings (Vatable)

Block bookings (vatable) are defined as more than one booking for the specified period of hire that do not qualify for VAT exemption under VAT Notice 742. Block bookings (Vatable) must be made by persons aged 18 or above.

### 02.03. Block Bookings (Non-Vatable)

Block bookings (Non-vatable) are defined as ten or more bookings for the specified period of hire that qualify for VAT exemption under VAT Notice 742. Block bookings (Non-Vatable) must be made by persons aged 18 or above.

### 02.04. Event Bookings

An Event Booking is defined as a Casual Booking which requires The Company providing additional services, either themselves or through the commissioning of a third party. Application for Events must be made on the correct form at least twenty-eight days before the first day of hire. No Event Booking will be deemed to have been accepted without written confirmation. Event bookings must be made by persons aged 18 or above.

## 03. CHARGES

A scale of charges for Casual Bookings is displayed in the reception area. A scale of charges for other bookings is available from Community Development Manager on request.

### 03.01. Payment of charges

- A) Casual bookings: payment to be made when booking or payment to be made at least 10 minutes prior to commencement of Period of Hire.
- B) Block bookings (Vatable and Non-Vatable): payable as agreed on application. Payment of the invoice should be paid within 30 days of the invoice date.
- C) Event bookings: a non-refundable deposit of 25% must be submitted with the application form. If total fees are less than Fifty pounds the full amount is to be paid at the time of booking; this amount is non-refundable. The Company will require payment for additional services to be provided prior to The Company entering any contractual arrangements with third party providers. The full amount outstanding must be paid at least fourteen days prior to the Event and cheques should be made payable to OCL re Oasis Academy Wintringham addressed above.
- D) The Company reserves the right to increase the charges for use at any time by the giving of one calendar month's notice to The Hirer.

## 04. CANCELLATIONS

### 04.01. Cancellation by The Company

- A) The Company reserves the right to cancel a booking. At least fourteen days notice of the cancellation will be given except in cases mentioned in paragraphs (D) below where possible suitable alternatives may be offered.
- B) The Company reserves the right to prohibit the use of any of the facilities at any time if in its opinion the facilities are unfit for use, or such use will or is likely to render the facilities unfit.
- C) All monies paid in respect of a booking cancelled in accordance with paragraphs (A) and (B) above will be refunded unless alternative accommodation has been offered by The Company and accepted by The Hirer but The Company will not be liable for any other expenditure incurred, or loss sustained directly or indirectly by The Hirer arising from the cancellation.
- D) If any circumstances over which the company has no control render the centre unavailable to The Hirer on any day of the



proposed hiring or any part of such day, The Hirer shall not be entitled to compensation in consequence thereof or in connection therewith other than the return of the hiring charge.

#### **04.02. Cancellation by The Hirer**

- A) Cancellation of a casual booking must be made at least forty eight hours before the commencement of the booking period. If a cancellation is received after this time The Hirer is liable for full payment.
- B) A request for cancellation of a Block Booking (Vatable) or any part thereof must be made in writing at least fourteen days in advance of the period of hire. If such notice is not received The Hirer is liable for full payment. This condition is not applicable to Non-Vatable Block Bookings as no refunds can be given.
- C) A request for cancellation of an Event Booking must be made in writing at least 14 days in advance of the period of hire. If such notice is not received The Hirer is liable for full payment.

#### **05.0 HIRE PERIOD LATE FEE**

- A) Where The Hirer overruns the agreed Period of Hire a late fee will be incurred. This will be calculated in 30 minute intervals, at a rate equivalent to the hire charge, up until such time as the facility is vacated for the next hirer or closure.
- B) The Hirer shall be liable for any other additional expenses incurred by the company if The Hirer overruns the prearranged period of hire.

#### **06.0 CONDITIONS OF HIRE**

- A) The Hirer shall not use The Premises for any purpose other than that for which they are hired.
- B) The Hirer shall not use any part of The Premises not specified in the Hire Agreement.
- C) The Hirer shall not assign or sublet The Premises or any part thereof.
- D) The Hirer will use the Hired Facilities for The Period of Hire only and shall vacate the Hired Facilities promptly on conclusion of the Period of Hire.
- E) The Hirer shall carry out and observe all instruction of the Company relating to the use of The Premises and conduct therein which may from time to time be published by notice on The Premises or otherwise.
- F) Fire doors and doors fitted with automatic closures must not be interfered with by The Hirer. The Hirer shall keep every corridor, passage, entrance and exit of The Premises clear of obstruction and ready for use in an emergency.
- G) The Hirer shall make The Company aware if they have a disability that will require a Personal Emergency Evacuation Plan to be provided.
- H) The Hirer shall be responsible for ensuring that the limits of accommodation / equipment provided are observed and that all rules and regulations of The Company, or any other relevant authority are complied with.
- I) Parking and unloading is permitted within the designated areas of The Premises at the discretion of The Company.
- J) No structural alterations or other shall be made to the fabric of the building, nor to any of The Company's installations, furniture, fixtures or fittings, or other property of The

Premises without express written permission and under the supervision of The Company and any other appropriately qualified person The Company may nominate. Should any alterations be made, all costs will be borne by The Hirer including any making good that The Company requires.

- K) No additional water, gas or electrical equipment shall be installed/used in The Premises or alterations to such equipment made without the written permission of The Company. In the event of such permission being granted the necessary work is to be carried out to the satisfaction and under the supervision of Community Development Manager and any other appropriately qualified person The Company may nominate. All work must be made good that The Company requires. All work must comply with IET Wiring regulations 17th Edition. Any electrical equipment brought onto The Premises must have an earth leakage circuit attached to it and should be PAT tested.
- L) The Hirer shall return The Premises in the same clean and tidy condition to the entire satisfaction of The Company. Failure to comply with this requirement will result in The Hirer being charged the full cost to return The Premises to a clean and tidy condition ready for public use.
- M) Where The Hirer represents a club or organisation, they shall ensure that there are at least two adults (18 years of age or over) supervising at all times. It is recommended that all adults working with children and young people under the age of 18 or vulnerable adults have completed a "Disclosure of Criminal Background" under the Rehabilitation of Offenders act 1974 (exceptions) order 1975.
- N) The Company reserves the reasonable right of entry to any of The Premises by its staff or any other duly authorised person and reserves the right to remove any disorderly person or any article which is or may be a source of damage or danger.
- O) The Hirer is not allowed to bring or permit to be brought onto The Premises intoxicating liquor without written permission from The Company.
- P) The Hirer is not allowed to bring or permit to be brought onto The Premises illegal substances.
- Q) Smoking is not permitted anywhere on The Premises.

#### **07.0 HEALTH & SAFETY**

- A) The Hirer shall comply with all the Health and Safety regulations of The Company. Copies of risk assessments, Emergency and Normal Operating Procedures are available on request from Community Development Manager.
- B) The Hirer is advised to provide a first aid box.
- C) The Hirer shall familiarise themselves with the location of the nearest public telephone for use in emergencies or have use of a mobile telephone.
- D) The Hirer shall notify The Company of any accident by completing the relevant accident form from The Company.

#### **08.0 CODE OF CONDUCT**

- A) The Hirer shall at all times be responsible for the maintenance of good order and discipline of those attending The Premises in connection with the hiring.
- B) The Hirer shall refrain from any conduct which is dangerous, inappropriate, unseemly or unsporting or which might cause annoyance, nuisance or damage to other users of The Premises.



- C) The Hirer shall keep all noise at a level which is acceptable to The Company and the Environmental Health Officer and which does not cause any disturbance or nuisance to the local residents. The Hirer shall comply immediately with any instruction to reduce the noise levels given by The Company or any other authorised Officer. The Hirer shall not be entitled to compensation in consequence of these.
- D) The Hirer shall ensure that they leave The Premises quietly, minimising any disturbance to occupiers of The Premises and / or buildings near to The Premises.
- E) The Hirer shall ensure the No Smoking Policy of The Premises is adhered to at all times.

#### **09.0 INSURANCE & LIABILITY**

- A) The Hirer must not do or allow to be done anything which may render payable an increased premium under policies of insurance effected by The Company in respect of The Premises or which may render void any such policies.
- B) The Hirer may be required to provide evidence of appropriate Public Liability Insurance. Evidence should be provided prior to the hire period commencing.
- C) The Company will compensate The Hirer for any loss or damage suffered if it fails to carry out its obligations to a reasonable standard or breach any duties imposed on it by law (including if it causes the death or personal injury to The Hirer by its negligence) unless that failure is attributable to:
  - i. The Hirer's own fault;
  - ii. a third party unconnected with the provision of services under this agreement; or
  - iii. events which neither The Company or its suppliers could have foreseen or forestalled even if they had taken all reasonable care.
- D) The Hirer shall indemnify The Company against all loss, expenses or damage to third party property and in respect of death or injury to any person in conjunction with The Hirer's or its contractor's use of The Premises. The Hirer shall indemnify The Company against all claims which may be made against them in respect of such matters except injury, loss or damage resulting from the negligence of the The Company as defined in clause 09.0C.
- E) The Company's staff, agents and subcontractors are not medically qualified. If you have any doubts about your fitness or ability to undertake physical activities The Company strongly recommend you get independent medical advice before exercising.
- F) The Company's liability to compensate The Hirer for any loss, damage or theft of The Hirer's property caused by the negligence or fault of The Company, its employees, agents or sub-contractors will be limited to a total amount of £500 (for any one incident).
- G) The Hirer shall be liable and accept full responsibility for injury, loss and cost of repair of any damage to The Premises (fair wear and tear excepted) which may be occasioned, done or committed during the period of the hiring of The Premises or any part thereof, or to any furniture or fittings to other property in The Premises, whether or not belonging to The Company or The Company's contractors, agent licensees or employees and for any loss or removal of any such furniture, fitting or other property and shall fully indemnify The Company from any such claims which are pursuant to this condition.

- H) In the event of any damage to The Premises arising as a result of the hiring, The Company shall determine the sum to be paid by The Hirer to The Company for the purpose of making good the damage and in respect of any financial loss suffered as result of facilities at The Premises being rendered unavailable for hiring on account of the damage caused. Such a charge shall be restricted to liquidated damages and not as a penalty.

#### **10.0 PERFORMANCE, BROADCASTING & COPYRIGHT**

- A) The Company has a Premises License, a copy of which is displayed in the Reception area.
- B) In the event of the Company selling tickets on behalf of The Hirer a five percent minimum or a negotiated percentage of the income from the sales may be deducted by the Company before the income is passed to The Hirer.
- C) No sweepstakes, raffles or other form of lottery shall be promoted, conducted or held on The Premises except those which are lawful by virtue of any enactment of the Gambling Act 2005. Prior written consent must be gained from the The Company in advance.
- D) No person or organisation is permitted to give away live animals as prizes whilst holding an event in The Premises.
- E) In cases where flammable material is used in the construction of display items, or in the making of costumes or any other apparatus, notification must be given to The Company and the materials used are to be treated and maintained in a fire resistant condition in accordance with current regulations.
- F) The Hirer may not grant Broadcast (sound, television, internet) or filming rights without prior written consent of The Company. If such consent is given The Company reserves the right to take part in any negotiations, to be party to the terms and conditions of any agreement reached and to share in any income and publicity derived there from.
- G) Photographs for professional or commercial use and publication must not be taken in The Premises without prior written permission of the The Company.
- H) The Company have been granted a Licence by the Performing Rights Society Limited, Copyright House, 33 Berners Street, London. W1, to cover performance of all musical works in the Society's repertoire. The Hirer shall comply with the conditions of this licence and in particular, shall permit the Performing Rights Society by its duly authorised agent to have the free right of entry into the Centre during the times of public performance.
- I) If The Hirer proposes to use any copyright work not in the Society's repertoire they shall first obtain the consent of the owner or the owners of the copyright in respect of such performance. In the event of an infringement of copyright during the period of hiring, The Hirer will indemnify the Company from all liability in respect of the infringement.

#### **11.0 CATERING FOR EVENT BOOKINGS**

- A) No food or drinks of any description may be brought into The Premises by The Hirer without written agreement of the Manager.
- B) Where a caterer other than The Company's nominated caterer is permitted to be used, The Hirer must supply The Company with all requested licenses seven working days prior to the Period of Hire. The Hirer must indemnify The Company of any consequences or actions arising out of the



use of a caterer other than that nominated by The Company.

- C) In the event of a bar being provided by The Company or their representatives, alcoholic liquors will be sold subject to the times and conditions specified in the license granted by the Justices. The Company may stop the sale of alcoholic liquors and close the bar at any time.

#### **12.0. MISCELLANEOUS**

- A) The Hirer shall comply with the law of the land.
- B) If The Hirer is using The Premises for the purposes of children's entertainment, The Hirer shall arrange for adequate adult supervision by persons accustomed to the care and control of children. The attention of The Hirer is drawn to the following: Section 12 Children and young persons act 1933 and The Children Act 1989.
- C) Charity collections shall not be permitted on The Premises without express written permission by The Company..
- D) Except with the written permission of The Company The Hirer shall not:
- i. Sell or supply to other users of the Premises, goods of any description whatsoever.
  - ii. Display, distribute, affix or post any bill, placard of notice into or upon any part of The Premises.
  - iii. Advertise or publicly announce any event due to take place at The Premises.
  - iv. Use other than the proper footwear appropriate to the activity involved, or wear outdoor footwear in activity areas.
  - v. Admit or permit to The Premises any glassware or articles of an flammable, explosive, dangerous, noxious or offensive nature.

#### **13.0. ADDITIONAL TERMS & CONDITIONS**

The Company reserves the right to refuse any application for hiring, to attach additional conditions to any particular hiring and to vary the scale of charges in the case of any particular hiring.

#### **14.0. AMENDMENT OF TERMS & CONDITIONS**

The Company reserve the right to amend or vary these conditions.

#### **15.0. BREACH OF CONDITIONS**

In the event of a breach by The Hirer of any of the forgoing terms and conditions, The Company will give notice to The Hirer of which conditions have been breached. They may suspend/cancel the hire until The Hirer has proven to The Company that all conditions are adhered to and can show what actions have been taken to ensure no further breach of the same nature will occur. In doing so, The Company shall not be liable to refund any portion of the Hire Charge to The Hirer or be liable to The Hirer or any third party for compensation in respect of such cancellation of the hiring. Any such cancellation is to be without prejudice to any claim which The Company may have against The Hirer.

#### **16.0. COMPLAINTS**

Any complaints connected with the hire of The Premises should be made to the Community Development Manager of The Premises within seven days of the hire period.



<b>Leisure Club Prices 1st April 2015</b>		<b>New Price</b>
Sports Hall	Cricket nets (1hour)	£ 26.25
	Cricket nets Junior (1hour)	£ 18.90
	Netball (1 hour)	£ 26.25
	Netball Junior (1 hour)	£ 18.90
	Basketball (1 hour)	£ 26.25
	Basketball Junior (1 hour)	£ 18.90
	Volleyball (1 hour)	£ 26.25
	Volleyball Junior(1 hour)	£ 18.90
	Full Sports hall rental (1 hour)	£ 26.25
	Tabletennis (1 hour)	£ 2.10
	Badminton( 1hour)	£ 4.70
	Badminton Junior ( 1hour)	£ 3.60
	Sports Courses	£ 3.70
<b>Outdoor Areas</b>		
Hard surface	Tennis Courts (1 hour)	£ 5.50
	Tennis Courts Junior (1 hour)	£ 4.20
	Netball (1 hour)	£ 16.80
	Netball Junior (1 hour)	£ 12.60
Astro Service	Hockey (Full) (1hour)	£ 52.50
	Hockey half (1 hour)	£ 26.25
	Hockey half Junior (1 hour)	£ 18.90
	Football (1 hours)	£ 52.50
	Football (half) (1 hour)	£ 26.25
	Football (half) Junior (1 hour)	£ 18.90
Grass Courts	Football (Adults) (Per Match)	£ 33.60
	Football (9v9) (Per Match)	£ 25.20
	football (7v7)	£ 21.00
	Football (5v5)	£ 16.80
	Cricket Pitch	£ 31.50
<b>Membership packages</b>		
	Staff Memberships	£ 10.00
	Adult Memberships	£ 22.50
	Family Membership	£ 16.00
	Junior/Student	£ 15.00
	Senior	£ 15.00
	Disability	£ 15.00
	Wintringham student Membership	£ 10.00
	Group EX memberships	£ 20.00
	Casual gym	£ 3.15
	Concession casual	£ 2.30
<b>Dance studio</b>		
	Dance Studio Hire	£ 23.10
	Group Ex Classes	£ 3.60
<b>Others</b>		
	Class Room hire	£ 16.80



## Job Description

**POST TITLE:** Fitness Instructor - Out Of School Hours

**REPORTS TO:** Leisure Facilities Manager

**GRADE / SCP:**

**DISCLOSURE LEVEL:** Enhanced

**PURPOSE OF JOB:** To provide health & fitness advice and services to all users of the leisure facilities outside of Academy hours. To provide exceptional levels of client care in the form of supervision, interaction, and retention.

### MAIN RESPONSIBILITIES:

#### KEY RESPONSIBILITIES & ACCOUNTABILITIES

1. Open/close the club on time ensuring the Leisure Club checks and opening/closing procedures are completed.
2. To ensure a safe and enjoyable environment is maintained for all users through supervision of the public areas of the facility whilst consistently providing a professional and friendly service to clients.
3. Carry out health/fitness interviews to establish the participants medical history and level of motivation, and to complete a needs analysis through motivational interviewing techniques and where necessary through fitness testing.
4. Provide effective, safe and enjoyable exercise programmes ensuring the client fully understands the requirements and the content of their programme.
5. Educate clients regarding their programme and health/fitness practices, especially via one-to-one tuition of the mechanics of their programme and in an on-going fashion (re-programming) regarding their health & fitness requirements.
6. To administer a retention plan aimed at encouraging regular use of the facilities and maintaining membership levels. To report the effect of this plan on a monthly basis.
7. To ensure the facility remains operational and maintain the cleanliness of the fitness suite and the Academy's facilities in general.
8. To work as a member of a highly effective team by assisting in the operation of all areas of the Academy's leisure facilities to the best of your ability.
9. Attend all relevant training courses and meetings when required.
10. Conduct facility tours and membership sales as necessary.
11. To undertake first aid as required and to deal with emergency incidents in line with the Emergency Action Plans for the Academy.
12. To be fully conversant with the Academy's policy on:
  - Fire & Evacuation
  - Security procedures
  - Health & Safety policy
  - Personnel & Training procedures
13. Any other duties commensurate with the grade of the job.



## **CONTACTS AND RELATIONSHIPS**

The post holder will be able to develop relationships with and liaise with representatives and employees of the Academy

## **DECISIONS**

### **Discretion**

The post holder will work to achieve specified objectives and outcomes. Works within Academy policy and regulatory framework that would include child protection, equal opportunities, health and safety etc.

### **Consequences**

Decisions will have an impact on the level and quality of service delivery and the reputation of the Academy. Consequences of these decisions would not always be immediately apparent or in terms of community and individual wellbeing readily measurable.

## **RESOURCES**

The post holder will be responsible for any equipment, buildings, sports grounds during out of school hours. The post holder will also be responsible for the handling of cash and cheques in relation to an activity or event.

## **WORK ENVIRONMENT**

Divided into 4 sub-categories as follows:

### **Work Demands**

Tasks may vary from day to day dependant the activities on the day.

### **Physical Demands**

The post holder will be required to deliver sports coaching and training sessions with possible carrying and lifting of equipment.

### **Working Conditions**

Conditions will vary from normal office circumstances to working in other facilities inside and outside depending on the activity being delivered. Flexibility in work patterns is essential as evening and weekend work will be required.

### **Work Context**

The job will entail dealing with member of the public, clubs and general enquires.

# **Fitness Instructor (Out of School Hours)**

## **Person Specification**

### **Our Purpose**

Oasis Academy Wintringham exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

### **Oasis Community Learning Ethos**

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. The work of Oasis Community Learning is motivated and inspired by the life,



message and example of Christ, which shapes and guides every aspect of each of our Academies. This is foundational to our belief that all people are created and loved by God and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of the Academy community. It is vital, therefore, that our staff own our Christ-centred ethos and the values, which flow from it.

For further information, please refer to the Oasis Community Learning Purpose, Ethos and Values document which accompanies this job description.

## Requirements

	Essential	Desirable
Qualifications	<p>Is educated to the equivalent of NVQ level 3 or the ability to demonstrate equivalent experience and ongoing continuing professional development.</p> <p>Evidence of Continuous Professional Development and the willingness to undertake and participate in further Continuous Professional Development to enhance service delivery, support personal and organisation development.</p> <p>A member of Register of Exercise Professionals (REPS)</p>	<p>First Aid at Work certificate.</p> <p>REPS Level 3 membership</p> <p>Sports Coaching Qualifications/ willingness to undertake qualification as required.</p>
Experience, Skills and knowledge	<p>Has a minimum 1 year experience in a leisure or sports environment.</p> <p>Experience of fitness programming and gym floor hosting.</p>	<p>A good working knowledge of Health and Safety issues.</p> <p>Has a sound working knowledge of Microsoft Office i.e. Word, Excel, PowerPoint, Outlook.</p>





<p>Personal Qualities</p>	<p>Demonstrates professionalism at all times.</p> <p>Good communication, presentation and interpersonal skills with the ability to engage, motivate, enthuse, persuade, negotiate and influence a wide range of audiences.</p> <p>Has the ability to work on own initiative with a 'can-do' approach to problem solving</p> <p>Is a strong team player.</p> <p>Has excellent organisational skills and the ability to deliver consistently high service standards</p>	<p>The ability to make necessary decisions and determine priorities within the job role.</p>
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## Job Description

**POST:** *Customer Service Receptionist*

**RESPONSIBLE TO:** *Leisure Facilities Manager*

**RESPONSIBLE FOR:**

**SALARY:**

**LOCATION:** *Oasis Wintringham Leisure Club based at Oasis Academy Wintringham.*

**WORKING PATTERN:** *Shifts*

**DISCLOSURE LEVEL:** *Enhanced*

**JOB PURPOSE:** *To provide a helpful and cheerful service to all of our customers. To be able to identify the usage of regular customers and the opportunity to gain referrals and convert enquires into members.*

**SPECIFIC RESPONSIBILITIES:**

- A. Create a key first impressions*
- B. Complete financial and administrative task*
- C. Identify opportunities to increase product sales and activity programme*
- D. Convert enquires into participation*
- E. Safeguarding Children*

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced CRB checks.

**MAIN RESPONSIBILITIES**

***To provide routine clerical and typing support including:***

- Producing reports, mail merges and Memoranda***
- Undertaking telephone and reception duties***
- File, updates and retrieves information (manual and computer based systems)***
- Check and respond to emails for the Leisure Club.***
- Collection, balancing and banking of monies***
- Processes requisitions, invoices, order and payment, assist with stock control and maintenance of inventories.***
- Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.***

**SUPERVISION/MANAGEMENT OF PEOPLE**

The post holder is responsible for supervision of the general public whilst they are in the building, and communication with the leisure team to inform of bookings that need to be set up.



## **CREATIVITY AND INNOVATION**

The post holder may be required to use judgement and initiative in dealing with occasional non-routine matters.

## **CONTACTS AND RELATIONSHIPS**

Team work is a vital part of this post. The post will require contact with the general public for enquires.

## **DECISIONS**

The post holder will apply some discretion when dealing with non routine aspects of work ensuring that the action is taken in the interest of the Leisure Club and the Academy. Any errors will be quickly rectified and communicated to your line manager.

## **RESOURCES**

The post holder has no responsibility for cash or equipment that may be taken off the premises.

## **WORK ENVIRONMENT**

**Work Demands-** work demands may vary dependant on the activities taking place, you will be required to sell Leisure Club memberships, set up activities as and when required.

**Physical Demands-** the work will require normal physical effort and some lifting and handling, this maybe whilst setting up equipment, this should all be carried out in accordance with Health and Safety legislation.

**Working Conditions-**the post holder will be mainly based in the main reception area, however you may be required to work elsewhere in the Leisure Club.

**Work Context-**the job requires direct contact with the public and you will be handling confidential details such as Personal information, bank account details, etc

## **KNOWLEDGE AND SKILLS**

The post holder will be required to be computer literate and good keyboard skills. Communication skills are vital to this role with a wide range people

## **OTHERS DUTIES**

The duties and responsibilities in this job description are not restrictive and the post holder may be required from time to time to undertake any such duties that are not within this description.

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**



# Customer Service Receptionist Person Specification

## Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

## Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the OCL Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
<b>Qualifications</b>	<p>Willingness to undertake necessary training.</p> <p>Very good standard of numeracy and literacy.</p>	<p>First Aid at Work Certificate</p>
<b>Experience, Skills and knowledge</b>	<p>A minimum of 1 year experience within a customer service environment.</p> <p>A sound working knowledge of Microsoft office i.e. Word, Excel PowerPoint and Outlook.</p> <p>Experience in cash handling and dealing with confidential material.</p>	
<b>Personal Qualities</b>	<p>Demonstrates professionalism at all times.</p> <p>Good interpersonal skills and the ability to communicate (both written and oral) effectively.</p> <p>The ability to work on own initiative with a 'can do' approach to problem solving.</p> <p>The skills and ability required to deal with confidential material.</p> <p>Strong team player.</p> <p>Excellent organisational skills.</p>	



	<p>Commitment to safeguarding and promoting the welfare of children and young people.</p> <p>Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</p>	
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