



Job Title: Reception & Administration Manager

Job Level: Middle Manager

Responsible To: Deputy General Manager

Direct Reports: Reception & Administration Supervisor

Place of Work: Ponds Forge ISC, however may be asked to work at other venues if necessary.

Purpose of the Job

To provide leadership and drive performance of reception and admin teams and support the General Manager as part of the venue management team.

Job Summary:

- Ensure B2B, Club, Catering, Coaches and Events Bookings are effectively and efficiently processed, income tracked, and invoices generated.
 - The role will oversee the delivery of an efficient and effective Front of House operation, meeting and greeting customers.
 - Generation of new business, memberships, selling and promoting the facilities by capitalising on all opportunities.
 - Ensure all purchase orders are processed effectively and efficiently
 - Increase sales income across the group, promoting SCT and all other business arms of the organisation.
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Key Responsibilities:

- To promote the company's core values through personal behaviour and by challenging inappropriate behaviour in others
 - Be an ambassador of inclusion & diversity, and challenging behaviour that is contrary to SCT core values
 - To ensure all our customers receive exceptional service, including individual attention, help, advice and a welcoming environment
 - Understand the business, objectives, and priorities, including products/activities and offerings to enable effective communication and direction to the reception team
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- Maintain a full understanding of all areas of the business to include knowledge of all sites, future developments, and details of operational and Company policies.
 - Ensure data capture is maximised and is accurate, timely, consistent, and relevant, adhering to GDPR guidance
 - To attain targets, objectives and key tasks as set by the Deputy General Manager or General Manager
 - Be an inspirational leader; developing people to be the best that they can be, through guidance, mentoring and support. Ensure that people understand their contribution and that performance is measured
 - Develop strong relationships with wider teams and departments, to aid communication, creativity, and transparency
 - Manage cash methodically by following cash handling procedures and ensure controls are in place and monitored
 - Produce analytics (KPI's and others) and reports as appropriate and instructed
 - Drive sales and minimise expenditure in line with budgets and forecast
 - Raise any invoices and chase payments
 - Ensure the weekly cash reconciliation sheet is completed and communicated, report any discrepancies. Provide petty Cash and manage cash floats. Refill change machines
 - Ensure income from vending, lockers, programmes etc are counted, banked and reconciliation sheets completed
 - To ensure safe use of the facilities with regard to parent/child ratios and any other safety guidance
 - Adhere to and promote the company's policies and procedures, including Health & Safety, Safeguarding and employment specific
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Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Sound Operator – Makes sound clear, sometimes multiple decisions in a calm and timely manner

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.

