



# TRURO SCHOOL

NURSERY | PREP | SENIOR | SIXTH



## **Information for Candidates** **Receptionist Leisure Assistant**

Commence September, 2024

Part-time/ Permanent / All Year Round

Truro School, Trennick Lane, Truro, TR1 1TH  
[www.truroschoo.com](http://www.truroschoo.com), [recruitment@truroschoo.com](mailto:recruitment@truroschoo.com)

Established in 1880, Truro School is Cornwall's leading independent schools for girls and boys aged 3 to 18

# From Kieran Topping

## Chief Operating Officer



Dear Candidate,

Thank you for your interest in the role of Receptionist Leisure Assistant here at Truro School.

Our School is steeped in 140 years of history, and is Cornwall's leading coeducational independent school for children aged 3-18. We are situated over two campuses. The Senior School educates around 840 pupils and is set within 40 acres of sports fields and open spaces overlooking Truro and its iconic Cathedral. The Prep School educates around 300 pupils and is located next to the Royal Cornwall Hospital. We have superb facilities and resources at both sites that support our forward-looking educational ambitions.

Our Cornish setting allows us the privilege of working in a thriving city surrounded by beautiful rural and coastal opportunities. Our educational philosophy is to promote inclusive excellence, academically, pastorally and via a vibrant co-curriculum, for all who join our school.

Underpinned by a welcoming and liberal Methodist ethos, we champion the values of curiosity, courage, creativity, compassion and confidence in all we do. We want all our pupils to be and to become the very best of themselves, embracing the richness of a broad and forward-thinking education. We want our staff to be excited by what we are able to provide for the children under our care.

We are an "excellent<sup>1</sup>" co-educational school that is large enough to offer many diverse and exciting opportunities, but small enough to know our children and families well. We champion an ambitious, broad and balanced education, and we hope that everybody who joins us will feel an important part of this flourishing community.

For a flavour of life here at Truro School please look at our website [www.truroschoo.com](http://www.truroschoo.com) and view our virtual tour, where you will see and hear from staff and pupils, and find a glimpse of who we are and where we work.

A handwritten signature in blue ink that reads "Kieran Topping".

Kieran Topping

Chief Operating Officer

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<sup>1</sup> As judged by ISI in 2017 at both our Senior and Prep Schools

# Job Description: Receptionist Leisure Assistant

## ACCOUNTABLE TO:

Sports Centre Manager / Duty Manager

## GRADE:

NT1 on the OPS Salary Scales

## ROLE OVERVIEW:

The Leisure Receptionist plays a critical role in providing a first-class experience to community members, prospective members and visitors to the Sir Ben Ainslie Sports Centre.

This role is the first point of contact for customer enquiries and will assist the Duty Manager by providing effective and efficient administrative support. It is also a requirement that this role provide lifeguard trained assistance to the poolside team when responding to emergencies.

## KEY TASKS AND RESPONSIBILITIES:

- Supporting the Lifeguard team and Duty Manager (if needed) when responding to pool emergencies.
- Control admissions to the sports facilities, ensuring that customers/ Truro School pupils observe the procedures of the centre.
- Operate the Management Software System, ensuring the daily programmes of activities are followed.
- Undertake administrative and reception duties relating to programming, bookings and issuance of tickets and receipts for cash handling purposes.
- Administrative support to the Sports Centre Manager, Club Support Administrator and Duty Manager.
- Daily handling and reconciling of cash being processed through the sports facilities.
- Respond to telephone calls and emails for sports facility enquiries and bookings.
- Liaise with customers and regular hirers to ensure timely communication and passing of information.
- Assist with membership updates.
- Assist with the administration and financial processing of various swimming activities.
- Any other duties as requested by the Sports Centre Manager or Duty Manager.
- Must attend a minimum of one lifeguard training session every two months

## PERSON SPECIFICATION:

### Essential

- RLSS Lifeguard Qualification (Training provided if required)
- Demonstrable and successful work experience in a busy administrative role
- Successful experience working in a team
- Evidence of excellent administrative skills / techniques
- Evidence of strong attention to detail and high standards
- Proven ability to plan and work under own initiative, while organising own time effectively
- Professional, calm, helpful and efficient manner especially when responding to emergency situations and customer queries
- Evidence of good verbal and written communication skills (including proficiency in spelling, punctuation, grammar etc)
- Proven ability to work to tight deadlines and changing priorities.
- Evidence of good interpersonal skills and ability to foster effective working relationships.
- Good working knowledge and experience of Microsoft Office software applications, particularly Excel spread-sheets, and Word
- Willingness and ability to be flexible and work outside of contracted hours on occasions
- Understanding of independent school philosophy and a sensitivity to the Methodist ethos of Truro School

## Desirable

- Experience of using databases, although training can be arranged
- Proven experience in administration within a private sector business
- A good understanding of key elements in event management
- First Aid at Work certificates

## ADDITIONAL:

- This is an all year-round role, i.e., not term-time only.
- Truro School are committed to safeguarding and promoting the welfare of children and young people, and expect all staff and volunteers to share this commitment and behave accordingly. Although there is no direct responsibility for children, this role may involve contact with children or young people.

*Truro School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening including checks with past employers and a Disclosure and Barring Service check. We embrace diversity and promote equality of opportunity. We welcome applications from all sections of the community.*



## Our Motto

Esse Quam Videri, meaning 'to be, rather than to seem to be.'

Founded by Methodists in Cornwall in 1880 our School is a welcoming community in which children and adults can flourish, thrive and be happy. They enjoy being and becoming the very best of themselves.

## Our Values

From nursery through to Sixth Form, the values our community nurtures are:

- **Curiosity** to always want to discover and learn more, academically and more widely too.
- **Confidence** to build resilience by learning from both successes and failures alike.
- **Compassion** to understand and champion the needs of others, in our community and beyond.
- **Creativity** to be imaginative in how we express ourselves and approach new challenges.
- **Courage** to enjoy becoming the very best of who we are, with integrity and ambition.

## Our Ambition

To be a community of inclusion and excellence delivering the best educational journey in the South-West.

Our community and its culture reflect our Methodist foundation and our ongoing evolution in an inspiring Cornish setting. In an ever-changing world, we support and challenge young people to thrive – personally, spiritually, academically, socially, and physically. We value our pupils in the diversity of their identities, beliefs, abilities, talents, interests, backgrounds, and needs. The happiness, energy and wellbeing of our community shapes and inspires who we are and who we can become.

## Academic Life

Many of our pupils at Truro School celebrate exceptional results as they prepare to move on to the next stage of their lives, education and career. Our Upper Sixth pupils enjoy places at some of the best universities in the world including Oxford, Cambridge, and a range of Russell group universities.

49% of GCSE and iGCSE grades in 2023 awarded were 9-7 (or A\*/A), with just under 17% at grade 9.

In the same year, we were pleased to report 43% of A-Levels were graded A\*/A. Furthermore, 67% of all A-Level grades were graded at A\*-B.

Further information can be found here: [www.truroschoo.com/senior-school/academic/results](http://www.truroschoo.com/senior-school/academic/results)

## The Co-Curriculum

We believe that a rich co-curricular life is a key ingredient of an excellent education. Whilst having fun, participating in a wide range of activities, without academic pressures, pupils broaden their horizons and learn a new skill or extend existing skills. This develops confidence, self-esteem, teamwork and independent-thinking, communication skills and social development across all year groups.

## Sport

Truro School has an enviable reputation for the high quality of its sporting provision. Several teams compete nationally and the School hosts elite sportspeople in the fields of windsurfing, fencing and sailing to name but a few. All abilities are welcome and every pupil is encouraged to participate and enjoy a healthy lifestyle.

## Music

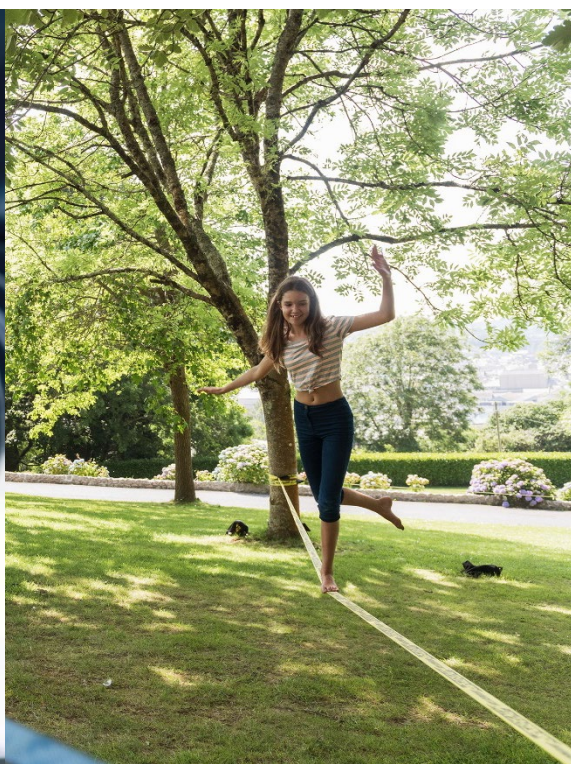
Truro School is one of the most busy and vibrant music departments in the country and is home to the Truro Cathedral choristers. We host over 60 concerts each year involving ensembles, choirs and bands. Tuition is available for numerous instruments. Over a third of our school undertake instrumental or vocal lessons each week from 30 of the county's top specialist teachers

## Drama

Truro School is renowned for the quality of its drama productions which are held in our Burrell Theatre. The school runs a number of major productions throughout the year including an annual whole school play or musical, an annual sixth form drama project (including performing at the Edinburgh Fringe Festival every two years) and the junior play in the summer term.

## Cornwall

Truro School is located in the county of Cornwall, in south west England. It is surrounded almost exclusively by water which makes it ideal for those who love to spend their downtime at the beach, surfing, sailing, windsurfing or just enjoying a coastal walk. With the nearest beach only a 15-20 minute drive either north or south from Truro School, it is most certainly a life style choice of many. Take a look at [www.visitcornwall.com](http://www.visitcornwall.com) for more information about how to get here, where to stay and what's on.



# TERMS OF APPOINTMENT

If you are appointed to the role, a formal offer will first be made verbally and then followed up with an offer letter and contract of employment. The following are for guidance and may or may not be available at the time of offer. Benefits are subject to change from time to time.

- Competitive salary based on the Truro School Salary Scales
- Pension scheme
- Lunch provided
- Free membership of the Sir Ben Ainslie Sports Centre and pool facilities
- Free weekly fitness classes for staff only
- Access to a wide range of books, magazines and DVDs through the School library
- Free parking
- Free fruit, tea, coffee and use of espresso machine
- Discounted school fees
- Employee Assistance Program
- Cycle to Work scheme
- Employee benefits platform
- Continued Professional Development and training possibilities.

## Terms of Employment

This is a permanent role, working part time, all year around. You will be working 13.5 hours a week and the shifts are:

Friday- 16.45pm – 21.45pm  
Saturday- 8.45am – 18.15pm.

## Salary

This role is graded at NT1 on the OPS Salary Scales and equates to an FTE salary of £23,400pa. Based on an FTE of 0.36, your actual salary would be £8,424pa.

## Pension Scheme

Truro School complies with its legal obligations to provide access to a pension scheme. Non-teaching staff have a pension via the Pensions Trust whereby the School double-matches an employee's contribution, up to an employee contribution of 5%. So, where an individual contributes 5% to the Pensions Trust, and the School will make a 10% contribution.

## Employee Assistance Program/Employee Benefits Platform

Truro School utilises Care First as our EAP provider so all employees have access to a 24/7 helpline and website support. In addition, this platform gives to access hundreds of discounts, offers and savings from high street retailers to holidays, Marks & Spencer to Bloom & Wild.

## Other Employment Checks

The offer of employment will be conditional upon satisfactory receipt of the following;

1. Proof of right to work in the UK
2. Enhanced criminal background check (DBS) & Barred List check
3. Two satisfactory references
4. Evidence of qualifications held
5. Overseas criminal record check (if you have resided or worked out of the UK in the past 3 years)
6. TRA and section 128 check (if applicable)
7. Fit to Work Questionnaire
8. Acceptable self-disclosure form



## APPLICATION PROCESS

To apply for this position, you will need to complete and submit a formal application using our Truro School application form. We are unable to accept any CVs. This should be emailed to [recruitment@truroschool.com](mailto:recruitment@truroschool.com) or mailed to the School address.

Through the submission of your application form you should demonstrate your qualifications, skill, and experience in relation to the role you are applying for. This information will be assessed against the requirements detailed in the job description.

Once the closing date for applications has been reached we will shortlist applicants and you will be contacted in order to either be invited to interview or to be notified that you have not been successful this time. Our shortlisting process utilises anonymised application form in order to avoid any bias. If you are called for interview you will be asked to provide your right to work in the UK evidence, complete a self-disclosure form and a provide a copy of your qualifications. Additional selection methods such as a presentation or activities/tasks may be used and you will be notified in advance if that is the case.

References may be taken up prior to interview.

All applicants must be prepared to have a Disclosure and Barring Service (DBS) check and undergo any other appropriate child protection screening including checks with past employers.

The post for which you have applied is exempt from Section 4 (2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, amended 2013. If you are shortlisted and invited to interview, you must declare any relevant warnings, reprimands, cautions and/or convictions by completing a self- disclosure form prior to interview. Any positive disclosure will be discussed at interview.

Any information given will be treated in strict confidence and will be considered only in relation to your application for this post. Truro School does not discriminate against candidates with irrelevant criminal convictions. For further information on which offences should be disclosed please visit:

<http://hub.unlock.org.uk/wp-content/uploads/What-will-be-filtered-by-the-DBS.pdf>

and/or view the flowchart on our employment webpage.

Candidates who have a disability or any other special requirement should let the school know so that reasonable adjustments can be made during the recruitment process.

You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected and possible referral to the police and/or Department for Education.

**We look forward to receiving your application.**

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