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| **Job Title** | Assistant Sports Events & Reception Coordinator |
| **Reports to** | Operations Administration Manager/ Sports Events Coordinator |

**Job Purpose**

As part of a small team at Dorney Lake you will be a key first point of contact from the reception area assisting in the managing of enquires and directing them to the appropriate personnel on-site. This role is an important first time capture of potential new business alongside our existing clients and liaising with key people in the local community and local authority.

**Key Tasks and Responsibilities**

* Manage the barrier codes for the entire venue and to ensure the barrier codes are circulated in a timely manner;
* Create and share daily barrier codes with members of staff, event organisers, contractors and other stakeholders who require access;
* Reception duties may include but are not limited to:
	+ Manage the main email accounts, enquiries both verbal and written and responding accordingly, and to process visitor car parking passes;
* General office administration may include but not limited to note taking in interviews and circulating to the required stakeholders, ensure the Dorney Lake calendar and staff rota is up to date with timings, set-up & dismantling information, road closures etc. for every event;
	+ To coordinate and manage the rowing, canoeing, Eton Triathlon bookings
	+ To assist in raising invoices and processing card payment for all activities, including but not limited to corporate hospitality and sporting events, credit control and debt recovery;
* Enter and manage all Eton College Boat Club (ECBC) bookings to include but not limited to:
	+ Use the shared Dorney Lake Calendar to ensure all Dorney Lake (DL) users and staff are aware of ECBC’s bookings and requirements for the main lake and return lane;
	+ Ensure regular communication with the Master in Charge of Rowing regarding any changes or revisions;
	+ Act as the main point of contact for external ECBC events that take place at Dorney Lake such as Eton Invitational Head (EIH) & BASHER Regatta;
* Enter and manage all Eton Triathlon bookings and act as the main point of contact. This may include using the allocated Dorney Lake Calendar to ensure all users and staff are aware of Eton Triathlon Club’s bookings and requirements;
* Coordinate British Canoeing’s access to the water during the peak season when we have exclusive bookings taking place;
* Request Utility Readings for the entire site and update the spreadsheet on a quarterly basis. Ensure that these are communicated with Eton College on an annual basis;
* Ensure that the Sporting Event Calendar is kept up to date and circulated to ECBC, the Grounds department, Eton Triathlon Club and the Reception team on a monthly basis. This includes all sporting events that take place at Dorney Lake to include but not limited to the following types of sport;
	+ Regattas
	+ Triathlons – Super Sprint, Sprint, Standard, Iron Man
	+ Running Events – 5k, 10k, HM, 20M & 26M
	+ Charity Walks
	+ Eton Triathlon Club
* Ensure that the Dorney Lake website is updated with the various activities onsite;
* Assist the Sports Event Co-ordinator with each sporting event through the following stages of the booking process such as
	+ Event Application Form;
	+ Venue Hire Agreement;
* Coordinate weekly sporting events meeting with the various teams at Dorney to update all about plans for the forthcoming weekend and to discuss access, set-up and dismantling requirements of each event.
* Ensure the correct paperwork is in place for each event ready for the Operational Manager to review and ensure copies are saved electronically and physically;
* Ensure health and safety regulations are followed at all times;
* Undertake any other duties as reasonably required;
* Commitment and promotion of equality, diversity & inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2021 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* A flexible approach to work and a ‘can do’ attitude;
* Great attention to detail and takes pride in your work – you’re keen to deliver the highest possible standards and you understand the impact your work has on Eton College Dorney Lake;
* Enjoy working as part of a team and you are happy to get stuck in and support your colleagues;
* Enjoy engaging with people and you are keen to develop good professional relationships with our clients and also Eton College staff;
* Have good verbal and written communication skills;
* Be punctual and well presented;
* Ideally, you worked in a similar role, however this is not essential if you have the right attitude and you are keen to learn.

**Working Pattern**

* Your working hours will be 8.00am to 5.00pm, 5 working days with 1 hour for lunch.
* You will be working 52 weeks per year.
* You will be entitled to 21 days of holiday.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.