

Job Description

KEY INFORMATION	
Post title:	Lettings Officer
Grade:	
Responsible to:	Premises Manager
Responsible for:	n/a

OVERALL PURPOSE OF JOB
To supervise out of hours lettings, administer routine lettings queries and carry out general housekeeping tasks.

MAIN DUTIES AND RESPONSIBILITIES	
1	To supervise lettings to ensure the service runs smoothly and health and safety and other conditions of hire are adhered to
2	To liaise with lettings clients to resolve queries and issues arising during lettings periods
3	To respond to routine email requests regarding lettings, e.g. availability of rooms and equipment. To acknowledge and pass on any queries relating to invoicing or new business to the relevant colleagues
4	To prepare facilities to an appropriate standard for use by lettings clients
5	To restore facilities to an appropriate standard for use by the school
6	To secure the building at the end of each shift
7	To carry out a handover with Premises colleagues at the beginning of each shift, taking account of any specific information provided
8	To carry out general housekeeping tasks as directed by the Premises Manager and as capacity allows, e.g. distribution of deliveries, simple repair jobs, room inspections
9	To record any maintenance or IT issues noted during the shift using the school's electronic logging system



GENERAL RESPONSIBILITIES	
1	Uphold professional standards for the role and follow all school and Trust policies and procedures.
2	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3	Participate in performance management and take part in appropriate training and development activities.
4	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

Person Specification

All points are essential unless otherwise specified

Qualifications	
1	GCSE maths and English at grade C/4 or above, or equivalent qualifications
Experience	
1	Experience of managing lettings, events, or similar operations
2	<i>Experience of basic maintenance, cleaning or similar practical tasks (desirable)</i>
Skills/Knowledge/Abilities	
1	Good organisational skills
2	Awareness and knowledge of health and safety, including practical implications of fire safety measures and school protocols, policies and procedures
3	Ability to communicate effectively with a range of staff and other stakeholders
Personal Attributes	
1	Ability to work successfully alone and as part of a team
2	Flexibility, with good organisational skills and the ability to adapt to changing needs and circumstances
Safeguarding	
1	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3	Satisfactory Enhanced DBS check