

## Lettings Officer

SALARY	£10 - 11 per hour
START DATE	ASAP
CONTRACT TYPE	Casual
LOCATION	Trust-wide, all Avanti Schools (Harrow, Leicester, Croydon, Frome, Exeter, Bristol, Bishops Stortford)

We are looking for a reliable, enthusiastic Lettings Officer to liaise with clients, delivering a professional and enjoyable leisure experience.

The Lettings Officer will report to the Head of Business Services and will be responsible for holding keys to the Trust, opening and closing the facilities, and managing bookings and equipment.

An ideal candidate will be passionate about delivering excellent customer service and delivering solutions to problems that may arise during bookings and available to work evenings and weekends.

The number of working hours may also increase or decrease depending on the amount of use taking place at the Trust during community lettings periods; we estimate this to be around 15-20h. All duties and responsibilities are subject to review.

### Your duties and responsibilities

- Holding keys to the premises
- Opening the premises before scheduled bookings and ensuring safe closure of the venue at the end of a scheduled booking
- Maintaining equipment
- Ensuring facilities are clean, tidy and presentable before any bookings
- Checking the facilities after any bookings ensures they have been left at the expected standard and resolving any issues.
- Providing First Aid equipment in the event of an accident
- Delivering excellent customer service at all times
- Resolving customer queries or complaints
- Ensure you are compliant with the academies policies
- Other duties within the competence of the post holder, as may be reasonably required by the company.

The successful candidate will be expected to be in sympathy with the unique ethos and vision of the School – following closely the expected behaviours laid out in the Ethos Handbook.

### Applying

- Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

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- Avanti Services Limited is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment. All successful candidates are required to have an Enhanced DBS check unless internally appointed and still within the cycle of DBS re-checks.
- We welcome applications from both men and women of all ages from any background and from candidates with disabilities.

**This is a rolling advert and applications received will be reviewed weekly.**

- CV's will also be accepted, and candidates must fill in the application forms if they progress to the next stage. Application forms can be downloaded at [www.avanti.org.uk/careers](http://www.avanti.org.uk/careers) and must be submitted to [careers@avanti.org.uk](mailto:careers@avanti.org.uk) once fully completed. The successful candidate will be required to sign the application declaration on appointment.
- Any appointment subsequently made will be subject to the receipt of satisfactory references and other preemployment checks.