

## Lettings Officer

### Job Description and Person Specification

<b>Reports to:</b>	Head of Business Services
<b>Start date:</b>	ASAP
<b>Salary:</b>	£10-11 per hour per hour, Casual contract
<b>Work Location:</b>	All Avanti Schools (Harrow, Leicester, Croydon, Frome, Exeter, Bristol, Bishops Stortford)

#### The Role

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

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.

#### Job purpose

To facilitate community lettings periods and display a high level of responsibility, reliability, organisational and communication skills. The role will involve working evenings, weekends, and school holiday periods, so a flexible working hours' approach is essential.

#### Key responsibilities

##### Main 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
- Basic cleaning after events as required
- Liaise with cleaning company or other contractors as needed
- 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
- Available to show clients around the facilities
- Resolving customer queries or complaints
- Ensure you are compliant with the school's policies
- Ensure you are aware of the Fire exits, procedures and protocols
- Other duties within the competence of the post holder, as may be reasonably required by the company.

## General

- Takes pride in having responsibility and handles it well
- Punctual and reliable at all times
- Committed to the Trust and the role
- Works efficiently to ensure all lettings can proceed at the agreed times
- Delivers solutions to problems that may occur during letting periods
- Passionate about the quality of work completed
- Independent approach to problem-solving
- Adaptable to the requirements of the clients and the venue
- Ensure the School's Ethos is adhered to

## Person Specification

	Essential	Desirable
Experience in a similar role within an educational organisation		X
Experience working in a customer focussed environment	X	
Effective communication skills both written and oral to both internal and external stakeholders	X	
Strong attention to detail required	X	
Competent with Windows and Microsoft Office applications,	x	
Be willing to work on a shift/rotational basis which includes weekends	X	
Good organisational skills, including planning, prioritising and working to deadlines		X
Ability to cope with a varied and demanding workload	X	
A thorough practically based understanding of premises maintenance issues	X	
An understanding of health, safety and security issues and relevant legislation affecting schools	X	
An ability to establish good working relationships	X	
A sense of humour and a can-do attitude	X	
Prepared work outside in all weather	X	
Able to undertake manual handling tasks	X	
Knowledge of COSHH and the Health & Safety work act		X
Ability to work flexibly to suit the needs of the school	X	