**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Post title</th>
<th>Lettings Assistant</th>
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<tr>
<td><strong>Purpose of job</strong></td>
<td>To support the day to day running of facility lettings under the instruction of the Community Development Manager.</td>
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**RESPONSIBILITIES**

- Locking and unlocking the premises
- Secure the premises at the end of the lettings sessions, making sure that facility is protected by the alarm systems
- Under instruction from the CDM, unlock the premises in advance of the lettings to allow for visitors to access the facility in a timely manner
- Carrying out security checks, including site perimeter and frequent patrols of the schools grounds
- Responding to emergencies affecting the school premises
- Responding to complaints in a timely manner
- Undertake appropriate training as directed
- To provide a reception role, keeping a log of visitors into and out of the building to ensure compliance of fire safety
- Maintain a highly visible, friendly and approachable presence during lettings
- Demonstrate good environmental practices – recycling and waste collection
- Ensure there is no unauthorised access during the hire period

**SUPPORT DUTIES**

- Maintain excellent cleaning standards in both designated areas and those required in support of the Premises team
- Setting up equipment per the hirers request e.g. chairs, exercise equipment
- Contributing to risk assessments
- Safe storage of all cleaning and COSHH materials
- Other duties arising from the use of the premises
- Where necessary ensure that main entrances and paths are clear of snow or ice by applying salt
- Install and remove outdoor PVC advertising banners
### CUSTOMER CARE

- Present high standards of personal appearance in accordance with the school's ethos and values
- Carry out your duties in a polite, efficient and cheerful manner, building relationships with regular users
- Act as a brand ambassador for lettings

### HOURS OF WORK

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
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<tr>
<td>Monday-Friday</td>
<td>5pm-10:00pm</td>
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<tr>
<td>Weekends</td>
<td>8:30am -10:00pm (split shift)</td>
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Flexible hours are required on occasions throughout the year to suit the school, including cover for absence, if necessary. Any additional hours to be worked in agreement with the Trust.

### PREFERABLE REQUIREMENTS

- Have previous experience from either lettings, security or cleaning type environment
- Hold a qualifications in H&S

### ESSENTIAL REQUIREMENTS

- Be physically able to undertake the manual aspects of this role i.e. moving equipment or furniture
- Have awareness of Health & Safety issues
- Be comfortable working alone, and in a team
- Have excellent communication skills both written and orally (face to face and telephone)
- Be comfortable dealing with customer complaints
- Have previous experience where customer service has been used i.e. dealing with members of the public