

## **JOB DESCRIPTION**

### **COMMUNITY RECEPTIONIST / LETTINGS ASSISTANT / ADMINISTRATION ASSISTANT**

Salary: West Sussex Scale 4, points 5-6  
Hours: 20 hours per week, term time only (job share)

Community Reception is open from 8.45am to 4.45pm, Monday to Friday. The actual hours of work for the post holder will need to fit around these hours, fitting in with the current hours of the rest of the team.

#### **PURPOSE**

As part of the support staff team you will work under the guidance of the Student Services and Cover Manager to provide reception duties, lettings and general administration support.

#### **ORGANISATION**

The post holder reports to the Student Services and Cover Manager.

#### **RESPONSIBILITIES**

##### **Community Reception**

- The post holder will be based on the Community Reception Desk and be responsible for all associated duties for the duration of the hours worked
- Meeting and greeting external visitors
- Dealing with deliveries
- Dealing with general queries from visitors, staff and students
- Action emails received at the Community Reception email inbox
- Sharing with colleagues the responsibility for the reception appointment and meeting room diaries
- Maintain awareness of safeguarding duties and responsibilities in relation to external visitors
- Manning main school telephones during busy periods
- Liaising with Student Reception

##### **School Lettings Administration (NB - this role reports to the Business Manager)**

- Liaise with individuals and groups, Site and Premises Manager, Senior Leadership Team, PE Department and catering staff as appropriate. Develop and maintain good working relationships with all concerned and nurture the delicate balance between school and community use.
- Maintain lettings diary and take bookings, produce weekly schedules
- Deal with telephone enquiries and correspondence, show prospective hirers around the site and give details of the facilities that can be provided.
- Provide price quotes and the School's pricing policy.
- Co-ordinate and organise hirer's requirements.
- Liaise with Finance Manager on lettings invoices and assistance with chasing payments/debt collection.

## TANBRIDGE HOUSE SCHOOL

- Ensure hiring conditions are fully met, particularly insurance, health and safety and safeguarding requirements.
- Ensure lettings are within licensing limits.
- Promote and market facilities as appropriate.

### **General Office duties as and when required may include:**

- General typing and administration support
- Undertaking occasional Invigilation of examinations
- Providing admin support for the premises team
- Performing any other clerical duties as directed by the Student Services and Cover Manager

### **Skills Needed**

- Excellent and accurate keyboard skills
- Meticulous attention to detail
- Diary management experience
- Good working knowledge of Word and Excel
- A flexible attitude and ability to use own initiative and effectively plan and prioritise own workload
- Be positive and well organised with good inter-personal skills
- Have an interest in the local community