



JOB DESCRIPTION & PERSON SPECIFICATION

Role: Lettings Assistant

Scale: 1

Responsible to: Services Manager

JOB DESCRIPTION

Main Purpose of the Job:

- To represent Castle Donington College during community lettings, displaying a high level of responsibility, reliability, organisational and communication skills.
- To provide cleaning of lettings areas as required.
- To facilitate lettings during evenings, weekends and school-holiday periods. A flexible approach to working hours is therefore essential.

Main Responsibilities of the Job:

1. To retain keys for the facility and maintain the security of the premises and all equipment during lettings.
2. Opening the premises prior to scheduled bookings and securing the site at the end of the sessions.
3. Ensuring areas relevant to the letting are set up prior to the start of the session as requested and cleared away afterwards, reporting any issues or faults with equipment or facilities as required to the Services/Site Manager.
4. To maintain cleanliness of lettings areas (e.g. changing rooms/toilets) ensuring all areas are left tidy and presentable at all times.
5. Lifting, moving and handling equipment as required.
6. Carrying out maintenance on equipment as necessary.
7. Managing your own time effectively to support all bookings at the agreed times.
8. Ensuring site access is given to authorised hirers only, challenging trespassers as necessary.
9. Providing First Aid equipment in the event of an accident.
10. Resolving customer queries or complaints, escalating as appropriate to the Service or Site Managers.
11. Compliance with school policies.
12. To develop and maintain positive relations with customers and help and support where needed.
13. To work independently and use own initiative when dealing with unexpected problems and emergencies, referring more complex concerns to the Site Manager and ensuring that any safeguarding concerns are in line with school policy.
14. To have a can-do attitude and develop positive relationships and excellent customer service.
15. To attend and participate in staff meetings as and when required.
16. Participate in training offered by the school to further knowledge where appropriate.
17. To carry out other associated duties as are reasonably assigned by the Site Manager.

PERSON SPECIFICATION

	Essential	Desirable	How assessed
Qualifications <ul style="list-style-type: none"> Level 2 qualifications in maths/numeracy and English/literacy 		✓	
Experience <ul style="list-style-type: none"> Experience of lone working/Security Experience of opening/closing premises 		✓ ✓	App/Ref/Int
Skills <ul style="list-style-type: none"> Excellent customer Service skills Effective communication skills both verbal and written Working experience of health and safety legislation The ability to work alone or as part of a team Good level of fitness to move and handle equipment Basic computer skills (Word, Excel, Email and Internet use) 	✓ ✓ ✓ ✓ ✓	✓	App/Ref/Int
Knowledge <ul style="list-style-type: none"> Understanding of school procedures and policies in particular safeguarding Awareness of safeguarding policies 		✓ ✓	App/Ref/Int
Personal Attributes <ul style="list-style-type: none"> Enthusiastic, self-motivated and a positive can-do attitude. Demonstrate a commitment to equal opportunities. A willingness to relate to the local community. Commitment to continued personal development. 	✓ ✓ ✓ ✓		App/Ref/Int

App Application form and letter

Doc Documentation

Ref References

Int Interview