

Lettings Officer

Job Description and Person Specification

Reports to:	Head of Business Services
Work Location:	Trust-wide, all Avanti Schools (London or Leicester or South-West)

The Role

The Lettings Officer will report to the Head of Business Services and will be responsible in developing each of the lettings offer for the Trust-wide schools. There will be a key focus on bringing in new clients and community groups to use the facilities of the schools out of hours. Each of our schools already has operational lettings. We want to be able to support community groups and others through providing safe, high-quality, and affordable facility hire. This role will be responsible for the implementation of the AST lettings strategy and support.

The successful candidate will have excellent interpersonal skills, attention to detail, strong organisation, and accurate data entry, as well as the ability to make yourself understood on the telephone and email with a professional and respectful manner. There will be a need for good time management, to prioritise duties and work on their own initiative. Experience dealing with clients/customers is not essential but is helpful.

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.

Key responsibilities

Main Duties and Responsibilities

- To meet the lettings targets set for each school
- To work with the local school teams to administer and manage lettings
- To market letting opportunities at each school in order to develop a large community base that use the school facilities
- To oversee Community Use Agreements at each school
- To ensure safeguarding and H&S requirements are being met at school lettings
- To prepare lettings agreements
- To oversee Avanti's online lettings portal
- To manage the Lettings email account, ensuring timely responses and identifying key lettings for the Trust
- To plan and oversee logistical arrangements for all lettings in conjunction with school teams
- To ensure lettings have any necessary insurance such as public liability insurance
- To manage the database of cleaners and caretakers for lettings across the Trust
- To manage the database of letting clients across the Trust
- To develop comms and marketing for lettings with the marketing team
- To market the facilities and maximise lettings income.
- To review the school's website with regards to Lettings.
- To attract new lettings from clubs and groups to maximise income and minimise vacant hire slots.

- To liaise with hirers and ensure customer satisfaction and elicit feedback on the customer experience.
- To work with clubs, sports partners, governing bodies, and Sport England to develop facilities and usage
- To build relationships with Partners and community groups
- To arrange termly meetings with major users to discuss their contracts and experiences
- Other duties appropriate to the grade and role as directed by the Head of Business Services

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	
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	
Knowledge of COSHH and the Health & Safety work act		X
Ability to work flexibly to suit the needs of the school	X	