

Job Description

Post Title:	Lettings Supervisor
Grade:	1
Reports To:	Premises Manager
Responsible For:	-

Overall purpose of job:	
To supervise out of hours lettings, administer routine lettings queries and carry out general housekeeping tasks.	
Main duties and responsibilities:	
1.	To supervise lettings to ensure the service runs smoothly and health and safety and other conditions of hire are adhered to.
2.	To liaise with lettings clients to resolve queries and issues arising during lettings periods
3.	To respond to routine email requests regarding lettings, e.g. availability of rooms and equipment. To acknowledge and pass on any queries relating to invoicing or new business to the relevant colleagues.
4.	To prepare facilities to an appropriate standard for use by lettings clients.
5.	To restore facilities to an appropriate standard for use by the school.
6.	To secure the building at the end of each shift.
7.	To carry out a handover with Premises colleagues at the beginning of each evening shift, taking account of any specific information provided.
8.	To carry out general housekeeping tasks as directed by the Premises Manager and as capacity allows, e.g. distribution of deliveries, simple repair jobs, room inspections.
9.	To record any maintenance or IT issues noted during the shift using the school's electronic logging system.
10.	To carry out general duties in the school as may arise that are commensurate with the other responsibilities of this post.

General:	
1.	Uphold professional standards for the role, and follow all school and Trust policies and procedures.
2.	Comply with Child Safeguarding Procedures and adhere to the Trust's Child Protection and Safeguarding Policy at all times.
3.	Participate in performance management and take part in appropriate training and development activities.
4.	Maintain confidentiality in all areas of work and process personal and sensitive information in accordance with relevant legislation.
5.	Undertake other reasonable duties as requested, in accordance with the changing needs of the organisation.

Person Specification

All points are essential unless otherwise specified

Qualifications	
1.	A minimum of level 2 pass (Grade C/4 or above) in 5 GCSEs, including Maths and English, or equivalent
Experience	
1.	Managing lettings, events or similar operations
2.	Basic maintenance or cleaning or similar practical tasks (desirable)
Skills/Knowledge/Abilities	
1.	Have excellent organisational skills
2.	Have the ability to effectively manage own workload
3.	Work constructively as part of a team
4.	Anticipate and plan ahead effectively.
5.	Demonstrate a commitment to continuously improving the systems and processes you are responsible for
6.	Good awareness and knowledge of Health & Safety legislation and the practical implications of fire safety measures, and school protocols, policies and procedures.
Personal Attributes	
1.	Work well with a range of customers.
2.	Be a hard worker and able to work from own initiative.
3.	Be able to work well with colleagues.
4.	Demonstrate diplomacy and tact.
5.	Maintain strict levels of financial integrity.
6.	Have an excellent attendance and punctuality record.
7.	Demonstrate energy, enthusiasm, good sense of humour.
8.	Take pride in the quality of your work.
9.	Be committed to improving the life chances of young people.

10.	Demonstrate a commitment to personal development (desirable).
Safeguarding	
1.	Demonstrate a commitment to safeguarding children and ensuring the welfare of children
2.	Be able to remain calm, empathetic and treat all students with dignity and respect, even when faced with challenging behaviour
3.	Satisfactory Enhanced DBS check