



SOUTHEND EAST COMMUNITY ACADEMY TRUST JOB DESCRIPTION

Post Title:	Lettings Supervisor
Salary:	Level 6 (£28,163 - £31,586)
Shifts:	37 hours per week - 5 shifts per week (days are negotiable) Weekdays 4.30pm – 10.30pm Weekends 7.30am – 3.00pm / 3.00pm – 10:30pm
Location:	Shoeburyness High School with Travel between all Trust schools as required
Responsible to:	Chief Operating Officer

Job Purpose

The Lettings Supervisor will manage the day-to-day running of the estates ensuring lettings and bookings are setup, ready and set down on time. You will ensure that the estates are clean, safe and the Trust's Health and Safety policy is fully adhered to during lettings.

As the supervisor you will be responsible for managing the Lettings Assistant and ensure they are providing the highest standards of services to all customers and guests.

You will be the front facing person welcoming and assisting customers with any enquiries and dealing with any issues that may arise throughout the bookings.

Job Responsibilities

- Line management and supervision of Letting Assistants.
- Manage the day-to-day running of all lettings across the estates. This may include lettings at all schools withing the trust.
- Welcome customers and guests and provide an efficient and effective customer service experience.
- Inspect the 3G pitch and ensure correct footwear is worn.
- Ensure sports bookings are set up and set down on time.
- Ensure room lettings are ready, and the room vacated on time.
- Ensure the schools are ready for use after lettings, including cleaning if necessary.
- Safeguarding the SECAT Estates and ensure site are locked and alarmed at the end of the day.
- Oversee ad hoc evening / weekend contractor works as request by the Trust Estates Manager.
- Adhere to the Health and Safety Policy and report all issues to the Estates Helpdesk.
- Act as a Fire Marshal and form part of the emergency evacuation procedure.
- Administer and assist in the delivery of First Aid where required.
- Undertake general administration duties.

General Trust-Wide

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with line manager.
- To ensure that all administrative duties, checks, documentation, reports, and return are completed accurately and submitted within required deadlines. To deal with correspondence promptly and as required.
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community.
- To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices and reporting to the Trust's Data Protection Lead, any concerns, or requests.
- To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.
- To be aware of and comply with policies and procedures relating to child protection and safeguarding, health and safety, security, confidentiality, and data protection reporting all concerns to an appropriate person.

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes, but where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description which is commensurate with your grade after consultation with you.