

**Job Description**

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| **Job Title:** | Income Generation Administrator |
| **Grade:** | H4 |
| **Purpose of your Role:** | To provide the central point of contact for all lettings customers of the Trust, dealing with enquiries and resolving any issues they may have, on a day to day basis, administering bookings, invoicing and debt collection  |
| **Reporting to:** | Director of Income Generation |
| **Staff Reporting to Job Holder:** | None |
| **Contacts Within the Trust:** | * Director of Income Generation
* Chief Finance Officer (CFO)
* Finance Manager and other members of the Finance team
* Facilities Officers
* Teaching and Support Staff
* Students
* Visitors including parents / carers
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| **Contacts Outside the Trust:** | * Facility Hires and users accessing activities
* External School Teachers and Administration staff
* Cleaning, Grounds keeping and Maintenance Contractors
* Equipment and Service Providers
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| **Main Tasks and Responsibilities:** | **Customer Service*** To answer phone calls pertaining to facility hire and income generation opportunities. Provide potential customers with relevant information, organise viewings of the facility and make facility reservations
* To take credit card payments from customers over the phone for those making “one off” facility hires
* To greet customers visiting the site and make them feel welcome
* To create a positive atmosphere at the facility which encourages participation and customer retention

**Administration*** To manage the Trust booking system and ensure that all activities are correctly logged within the system
* To ensure existing hirers and the wider community are informed of new opportunities for the hire of facilities within the Trust, and of any changes which may arise to their use of the facilities
* To manage the voicemail service for the lettings business, responding to enquiries within one working day
* To manage the email service for the lettings business, responding to enquiries within one workings day
* To ensure the accurate and timely invoicing of customers and to follow up any invoicing queries and chase payment where appropriate

**Health and Safety*** To report any health and safety issues and concerns immediately to the Facilities Manager, Director of Income Generation or members of the Facilities Management Team.

**Marketing and Promotion*** To assist with the promotion, marketing and publicity of the Trust’s facilities, including undertaking outreach work
* To research new income generating opportunities
* To assist with effective customer communication through the distribution of promotional material, letters and messages

**General Operations*** To assist with the efficient operation of the income generation operation as required
* Other duties which may arise from the use of the Trust’s estates and facilities
* Responsibility for safeguarding and promoting welfare of children
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| **Knowledge, Experience and Training:** | * Flexibility and sensitivity to the needs of a wide range of users of the school
* Evidence through DBS check and recruitment process of suitability for working with children
* Awareness and application of the main requirements of health and safety legislation and good practice relevant to the duties of the post
* Willingness to undertake ongoing CPD relevant to the position
* Ensure full confidentiality and respect for sensitive student, staff and stakeholder information and compliance with all data protection regulations, reporting any concerns to the CFO or the Executive Principal
* Strong IT skills and the ability to manage data
* Ability to manage time, multitask and work to deadlines
* Engaging telephone manner and the ability to engage with customers over the phone
* Some financial experience
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| **Additional Information*** The schools in the Generation MAT operate from early morning until late each evening. The job holder will be expected to work flexibly, as mutually agreed between colleagues, to meet the needs of the business This may mean working some evenings in order to communicate with customers who may not be available before 5.00pm. The job holder will be involved in launching new activities at the Trust, and may occasionally need to work a late evening or at weekends to assist with the successful introduction of these activities.

**Other Specific Duties*** To assist with the promotion, marketing and publicity of the facilities, including undertaking outreach work
* To continue personal development as agreed at appraisal reviews
* To engage actively in the appraisal review process
* To address the appraisal targets set by the line manager each Autumn Term
* To play a full part in the life of the Trust and its Academy communities; to support its distinctive aim and ethos and to encourage staff and students to follow this example
* To comply with the Trust’s Health and Safety policy and undertake risk assessments as appropriate
* To show a record of excellent attendance and punctuality
* To adhere to the Trust’s Dress Code
* To undertake any other reasonable duty delegated by the Director of Income Generation
* Responsibility for safeguarding and promoting welfare of children
* Others duties which may arise from the use of the Trust’s estate and facilities
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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.