

#### JOB DESCRIPTION

Job title: Evenings and Weekend Lettings Assistants  
Responsible to: Premises Manager  
Salary: Scale 1 - Spine Point 10 Hourly rate £10.28  
Contract: Permanent Part-time  
Working hours: Shift Patterns including Monday to Thursday 8 hours (7pm – 9pm) and/or Saturday 8.45am – 2.45pm 6 hours (with potential for longer hours on Saturday)

#### OVERALL RESPONSIBILITY:

- To market the facilities and provide effective reception and support to customers using the hall, sports area and other facilities taking place during the evenings and on weekends.
- Provide facilities cleaning and general maintenance to the standard required by the Premises Manager and to ensure that the buildings are safe and secure.

#### SPECIFIC DUTIES AND RESPONSIBILITIES:

- To manage bookings for facilities using a computerised system and ensure records are accurate and up-to-date.
- To prepare facilities for use, ensuring that sports area, hall and ancillary areas are clean and fully functioning, replenishing stocks in toilet facilities as required.
- To have knowledge of the full range of activities and promotions offered by the school and advise visitors accordingly and promote the facilities
- Supervise the door access and safe operation and ensure the correct and authorised use of the facilities by customers.
- Ensure that customers adhere to booking conditions.
- Receive customers on site as required to instruct them on the location and use of facilities.
- Set out and clear away equipment and materials and to make regular visits to all facilities to ensure they are being used in accordance with the conditions of hire.
- Maintain high standards of cleanliness and presentation of facilities.
- Operate all alarms, access control, heating, lighting, ventilation and other services to the required standards, reporting any defects.
- Ensure the issue, security and safe storage of sports equipment, apparatus, materials and kit, checking items on their return.
- Communicate information about the facilities and respond to enquiries and ensure that comments, complaints and suggestions are passed to the Premises Manager.
- Be observant of any actual or potential hazards/defects on the school site and rectify or report to the Premises Manager as soon as possible.

#### GENERAL DUTIES AND RESPONSIBILITIES:

- Undertake training and development activities relevant to the position.
- Co-operate with the school in complying with relevant health and safety legislation policies and procedures.
- Carry out the duties and responsibilities of the post in compliance with the school's equal opportunities policy;
- Support the aims and ethos of the school;
- Maintain confidentiality and observe data protection and associated guidelines where appropriate;
- Maintain an awareness of Safeguarding Children and Safer Working Practices.
- Carry out any other reasonable duties and responsibilities within the overall function commensurate with the grading and level of responsibilities of the post.

## PERSON SPECIFICATION

### Qualifications

- Right to work in UK
- First Aid qualification

### Experience

- Working in a cleaning or caretaking role
- Experience of customer service or working in a customer-facing role would be desirable
- Previous knowledge and experience of work of sports facilities would be desirable
- Working in a team
- Computer literate and able to manage an online booking system and excel spreadsheet
- Basic administrative experience (e.g. keeping accurate records)

### Knowledge:

- Understanding of the importance of Safeguarding
- Health and Safety practices Essential Application,
- Procedures for manual handling

### Specific skills

- Excellent written and oral communication skills
- Excellent literacy, numerical and financial skills
- The ability to lift and move furniture and equipment in and around the facilities Ability to carry out manual handling tasks
- Ability to follow instructions
- Excellent Customer service skills
- Attention to detail
- Ability to work flexibly
- Effective written and verbal communication skills
- Confidence in carrying out practical tasks

### Personal characteristics

- Effective team worker and leader with good 'people skills' - the ability to establish good working relationships
- Hard working, conscientious and detail orientated
- Adaptable, organised, and able to work with minimum supervision
- Demonstrates resilience, motivation and commitment to driving up standards of achievement
- Acts as a role model to staff and students
- Motivation to continually improve standards and achieve excellence
- Able to follow instructions accurately but make good judgments and lead when required
- Able to apply common sense and initiative

### Other:

Willing to self-improve /attend training

Able to attend the site in an emergency

*As part of BPET and Rutherford House's commitment to safeguarding and promoting the welfare of children and young people, all employees employed within schools are required to undergo an enhanced Disclosure and Barring Service (DBS) check.*

*Further details can be found on the Disclosure and Barring Services website <https://www.gov.uk/disclosure-barring-service-check> In order to meet this responsibility, we follow a rigorous selection process. This process is outlined here, but can be provided in more detail if requested*

*Rutherford House School welcomes a diverse population of both children and staff and committed to promoting and developing equality of opportunity in all its function.*