

Bolder Community Team Leader

Casual contract

Salary (London Living wage) - £13.85 per hour (inclusive of Holiday pay element)

Hours of Work: Hours may depend on timings of facility bookings.

A Bolder Future Awaits

Are you seeking an opportunity to play a role in a thriving and dynamic academy? If so, Bolder is looking for a motivated and committed Community Team Leader to join our friendly and supportive Lettings Team.

You will need to have effective people skills, a strong team spirit and take pride in your work. You will need to be able to work independently as well as part of a team and you will also be flexible and happy coping with the ever changing needs of the Academy and our Lettings customers. Training will be given for Academy specific skills. Experience of operating security systems and opening/ closing protocols is useful but training can be given.

Bolder Academy is a relatively new, mixed, non-denominational school which opened in September 2018. Set up by primary and secondary Headteachers of the London Borough of Hounslow to meet the demand for extra school places, we are a strong part of the community. We moved in to our new school building in summer 2021.

There is an excellent pension provided for staff, free annual flu vaccination, A Cycle to Work scheme, free use of the fitness suite, and an Employee Assistance Programme provided for all staff.

For further information about the school and details of how to apply, please go to the vacancies page on the website www.bolderacademy.co.uk or email vacancies@bolderacademy.co.uk

Bolder is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undertake online safeguarding training and all positions are subject to an Enhanced Disclosure and Barring check from the Disclosure and Barring Service (DBS). Two references will be sought for every candidate that is called for interview. Bolder is an Equal Opportunities Employer.

Recruitment Pack

The Bolder Way and You

Bolder Academy is an exceptional place to work. We know that by joining the team a Bolder future truly awaits you.

Details of the job description and the job specification are attached. It is important that you address the points in the job specification in your application form.

Further information about the Academy and support staff application form can be found on our website www.bolderacademy.co.uk/vacancies

To apply, please complete the support staff application form and email it to: vacancies@bolderacademy.co.uk

If you do have any questions or you would like a Word.doc copy of the application, please email Kate Biant, H.R. Manager, on vacancies@bolderacademy.co.uk
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Timeframe for Recruitment

Closing date for applications	We will shortlist and interview as we receive applications, so please send your application in by the deadline Monday 7th July 2025 9.00am : Interviews will be held according to application and we will consider interviewing early if we receive a strong application. Only shortlisted candidates will be contacted Please note: No agencies should apply and we do not accept CVs. SPONSORSHIP: Please note that we do not offer sponsorship so we cannot accept applications from candidates who do not have the right to work in the UK
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Job Title: Bolder Community Team Leader

Job purpose:

As a Team Leader you will work with the Director of Community and the Premises Manager. You will assist the Director of Community Sport in all aspects of the day-to-day operation of the Community use facilities and its associated services. You will have responsibility for the whole school site, grounds and resources to provide a safe, efficient and effective environment for customers as well as the facilities used for community use outside of school hours. You will assist the site and facilities team to ensure high standards and to contribute to the aims of the school to the standards set by Governors.

Responsible to:

Director of Community/SLT Lead

Key Responsibilities will include:

Community use facilities and equipment

- Complete the duty checklist at the beginning and end of shifts and report any issues to the Director of Community/Sport
- To welcome all visitors (club coaches, participants parents, volunteers) positively with a smile and build positive relationships with visitors during their use of the site
- To be responsible for the setting up and clearing away of equipment for the sports and community use facilities
- To assist with special events e.g. open days, promotional events, filming companies
- To ensure high standards of equipment maintenance and cleanliness
- To assist with handling enquiries and taking bookings/reservations of the community use sports facilities
- To support appropriate marketing and promotional activities
- To pro-actively engage with local community sports clubs, companies and voluntary organisations to increase the number of facilities bookings across the school site
- To assist with the coordination and regular review of community use provision
- Supervision of customers in all areas of the facility
- Ensure a high level of customer service is provided at all times
- To assist the collection of customer feedback relating to the community use provision and ensure all quality assurance systems and procedures are adhered to
- To ensure customer use is in line with the Bookteq booking system and all bookings are accurate on the system
- Support the community use department to respond to all enquiries within 24 hours by regularly checking the bookings email account and voicemails
- To undertake administrative tasks as appropriate

General Responsibilities

- Maintain the buildings, record maintenance and housekeeping standards including the reporting of hazards, damage or maintenance issues
- Ensure accidents, incidents and near misses are reported in line with Academy policy
- To be responsible for promoting and safeguarding the welfare of young people and community users
- To understand and implement the Academy policies and procedures as they relate to the delivery of services to pupils as well as the local community and in particular health and safety, equal opportunities and child protection policies and codes of conduct
- To contribute to the overall ethos and aims of the Academy
- Participate in training opportunities and professional development as required
- Locking up and opening up of the building.
- Liaising with cleaning staff as and when necessary.
- General caretaking duties.
- Checking and cleaning facilities before bookings in line with the duty checklist to ensure the highest standards of cleanliness and satisfaction from customers
- Checking bins around the site and emptying bins and re-lining where appropriate
- To ensure all duties are completed within required time frames, accurately and in a professional manner
- To provide first aid care as required
- Implementation of emergency operating and standard operating procedures
- Attendance at meetings as and when required
- Undertake similar duties commensurate with the level of the post as required

Person Specification: Bolder Community Team Leader

		Essential	Desirable
Qualifications and Training			
1	Recognition of the need for ongoing/ continuing development and training e.g. Health and Safety and First Aid	Y	
2	First aid training		Y
3	Driving license to incorporate use of school mini-bus (or willing to be mini-bus trained)		Y
Experience			
4	Experience in community sports centre and/or site team role	Y	
5	Experience of working in an educational setting		Y
6	Working experience in a customer facing environment, providing the highest levels of customer service		Y
7	Working knowledge of health and safety best practice	Y	
8	Experience of using booking systems for lettings and communicating with customers to secure bookings		Y
9	Experience of working as part of a team collaboratively to share ideas and achieve objectives	Y	
Skills and Knowledge			
10	Evidence of excellent customer service skills	Y	
11	Good organisation, communication and interpersonal skills	Y	
12	Good oral and written communication skills	Y	
13	Good working knowledge and experience using Microsoft packages (Word, Excel, Powerpoint)	Y	
14	Interpersonal skills to form and maintain positive working relationships with students, colleagues, customers and partner organisations	Y	
15	Knowledge of safeguarding and child protection issues with knowledge of		Y

	appropriate action to take if a disclosure is made		
16	Ability to work effectively and network with a wide range of services and an ability to draw upon a wide range of support, information, opportunities and guidance	Y	
17	Ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement	Y	
18	Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour	Y	
19	Good organisational skills and ability to plan and prioritise own workload	Y	
Personal qualities			
20	Customer-focused mindset supported by excellent customer service skills	Y	
21	Commitment to promoting the ethos and values of the Academy	Y	
22	Ability to work well in a team	Y	
23	Commitment to safeguarding and equality	Y	
24	Resilience, enthusiasm, energy and vigour	Y	
25	Punctual and reliable with the ability to adapt to change and manage change in the workplace	Y	
26	Flexible approach and willingness to perform such duties that may be requested from time to time, commensurate with the role	Y	
27	Commitment to ongoing CPD and professional development	Y	