**Co-op Academy Manchester**

**Job Description**

**Lettings and Community Use   
Development Officer**

**Salary:** Grade 4, points 7 – 11 (£19,554 - £21,166) + annual bonus related to additional revenue generation targets

**Hours:** Full Year 35 hours per week (ability to work flexibly as hours demand)

(25 days holiday per year)

**Reporting to:** Director of Digital, Comms & Community

**Main purpose of the job**

To develop the use of the academy facilities by community groups and other external groups.

To generate additional revenue as a result of increased lettings.

To work with the Community Team to develop the community offer.

To ensure that the academy is at the heart of local community life, and that its facilities are well used by local people.

**Specific Responsibilities**

1. To work closely with the Community Team, Theatre Manager, Site Team and other key staff to develop and help facilitate extended community use and commercial lettings of the academy and its facilities
2. To establish strong and positive relationships with existing stakeholders, hirers and community groups and to develop new positive relationships with potential users in a long lasting and sustainable way
3. To seek out new leads and develop these into lettings
4. To act as the face of the academy for potential new customers and to act as a Brand Ambassador, promoting the academy as a place to study and work as well as a venue for community use / lettings
5. To work closely with the Director of Digital, Comms & Community to market and promote the academy and its facilities.
6. Develop print, online, telephone and face to face networking opportunities to promote the academy and source new leads
7. To be a great ambassador for the academy in all aspects and regards
8. To manage customer relationships at each step of the way so that new business is secured and so that customer / user satisfaction is high
9. To offer a high level of customer support during bookings and to ensure the health and safety of hirers / users / participants / visitors
10. To work with the Site Team and other colleagues to ensure that facilities are set up appropriately for lettings groups and put back as needed for the smooth running of the academy
11. To ensure that appropriate insurances / DBS / indemnity checks are done as appropriate for lettings / bookings
12. To make sure that users / visitors are aware of health and safety information , emergency evacuation procedures and emergency contact numbers
13. To act as one of the key holders in maintaining access to facilities and in maintaining site security, opening and closing as needed and operating alarms
14. To be First Aid trained, keeping this qualification up to date and to attend to any visitor / user that is unwell / has an accident whilst on duty
15. To manage the processes around customer relationships / lettings / bookings / generating commercial proposals via ICT systems
16. To play a lead role in developing a sustainable and robust booking system in conjunction with other colleagues
17. To work closely with the Finance Office to facilitate accurate and timely invoicing for commercial lets
18. To maximise community use and lettings of the newly designed community spaces within the academy (Theatre, Drama Studios, PE & Dance spaces, 4G pitch, Climbing Wall, Fitness Suite) as well as the broader facilities across the academy
19. To coordinate the range of community / external use activities so that core academy activity is not adversely affected and so that students are safeguarded at all times
20. To work alongside the Director of Digital, Comms & Community to develop and promote the use of The Hive (a business incubation space) and to secure new users as vacancies arise.
21. To contribute to wider academy activity as appropriate

**Other**

* The postholder will be subject to performance objectives, which will be agreed and reviewed annually.
* The postholder is expected to carry out such other duties as may reasonably be assigned by the Principal.
* The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.
* The person undertaking this post is expected to work within the policies, ethos and aims of the Academy. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions, including extra-curricular activities, are fulfilled through direct dialogue with employees, contractors and community members.

**Safeguarding**

This Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and individually and take responsibility in doing so.

**Health & Safety Responsibilities**

All employees have the responsibility:

1. To comply with safety rules and procedure laid down in their area of activity
2. To take reasonable care of their own health and safety and hence avoid injury to themselves and to others by act or omission whilst at work
3. To use protective clothing or equipment as may be provided
4. To report promptly all sickness, accidents, unsafe conditions or practices and dangerous occurrences of which they are aware
5. To co-operate with the Principal in the fulfilment of the objectives of the Academy’s Health and Safety policies

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POST HOLDER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves unachievable, job redesign will be fully considered.

**Co-op Academy Manchester**

**Person Specification – Academy**

**Lettings and Community Use   
Development Officer**

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| **TRAINING & QUALIFICATIONS** | **Essential** | **Desirable** | **Application** | **Interview** | **Reference** |
| Level 3 qualification or equivalent |  | ✓ | ✓ |  |  |
| Minimum of level 2 qualifications in English or equivalent | ✓ |  | ✓ |  |  |
| Evidence of further professional development |  | ✓ | ✓ |  |  |

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| **Key Experience** | **Essential** | **Desirable** | **Application** | **Interview** | **Reference** |
| Working with schools, community groups and/or other groups & organisations. | ✓ |  | ✓ |  |  |
| Working within  Co-operative values or in an ethical way. |  | ✓ | ✓ |  | ✓ |
| Planning and delivering projects. | ✓ |  | ✓ | ✓ |  |
| Experience of organising, campaigns activities and events. | ✓ |  | ✓ | ✓ |  |
| Projects completed to requested time-scale and quality. | ✓ |  | ✓ | ✓ |  |

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| **KNOWLEDGE & SKILLS** | | | | | |
|  | **Essential** | **Desirable** | **Application** | **Interview** | **Reference** |
| Knowledge of the  Co-operative Movement. |  | ✓ |  | ✓ |  |
| Empathy and motivated with Co-operative values and principles. | ✓ |  |  | ✓ |  |
| Highly developed organisational skills. | ✓ |  | ✓ | ✓ | ✓ |
| Good IT skills, MS Office etc. | ✓ |  | ✓ |  |  |
| Knowledge of the education sector. |  | ✓ |  | ✓ |  |

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| **MANAGEMENT SKILLS AND ABILITIES** | | | | | |
|  | **Essential** | **Desirable** | **Application** | **Interview** | **Reference** |
| Self-starter and work autonomously. | ✓ |  |  | ✓ | ✓ |
| Works effectively as part of a small team. | ✓ |  |  | ✓ | ✓ |
| Good project management skills. | ✓ |  |  |  | ✓ |
| Flexible approach to working practices. | ✓ |  |  |  | ✓ |
| Ability to work on several projects at the same time. | ✓ |  |  |  | ✓ |
| Management of a budget. |  | ✓ | ✓ |  | ✓ |

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| **PERSONAL SKILLS AND ABILITIES** | | | | | |
|  | **Essential** | **Desirable** | **Application** | **Interview** | **Reference** |
| Building relationships with key stakeholders. | ✓ |  |  | ✓ |  |
| Highly developed inter-personal skills, including networking and negotiating. | ✓ |  |  | ✓ |  |
| Good communication skills. | ✓ |  |  | ✓ |  |
| Likes working with people. | ✓ |  |  | ✓ |  |

“The Co-operative Academies Trust, as an aware employer is committed to safeguarding and protecting the welfare of children and vulnerable adults as its number one priority. This commitment to robust recruitment, selection and induction procedures extends to organisations and services linked to the Trust on its behalf”.