

Job Description**Job Title:** Community Lettings Attendant**Location:** Greenwood Academy**Hours of work:** Casual worker - zero hours**Reports to:** Curriculum Enhancement Assistant**Purpose of the Role:**

To deliver and provide high quality customer service and facility use to hirers of the lettings facilities, and other associated tasks in accordance with lettings operational procedures. Work hours will include unsociable hours and weekends. To promote and adhere to the Trust's values to be unusually brave, discover what's possible, push the limits and be big hearted. Service the lettings reception area on an evening and weekend basis. Provide a welcoming face to the lettings facility for all visitors, hirers and staff in their enquiries ensuring hirers of facilities are registered and equipment and facilities are ready for use..

- To ensure compliance with AET policies, codes of practice and government legislation with regard to hygiene, health and safety, First Aid, Fire Precautions, Evacuations, Security and any matters with regard to dealing with staff and the customers.
- To ensure all areas are clean and free of any hazards, and rooms are set for appropriate activities.
- To ensure all areas are clean and free of any hazards, and rooms are set for school running the next day.
- To report and advise the Hub Manager, of any significant changes or incidents affecting the service during the shift, ensuring operation throughout the facility during the shift conforms with AET policies and all legal and health and safety requirements
- To report any responsive repair requirements.
- To assist with setting up and setting down of exams tables and chairs when required throughout the academy year.
- Be responsible for the security of the building and equipment and for the opening and closing of the building at the beginning and end of the shift.
- Regularly tour and inspect all areas of the building and grounds to identify maintenance, security, safety and cleaning requirements and to take prompt action to deal with matters requiring immediate attention thus providing a high quality service for all customers.
- Be able to deal with enquiries, problems and complaints of patrons and visitors referring them when necessary or appropriate, to other members of staff.

Administration

Support the Leisure Centre Manager in producing and distributing marketing materials.
General administration duties as and when required.

Employee value proposition:

We passionately believe that every child can discover their own remarkable life. It's what motivates us around here. We know this vision requires something extra. Which is why at AET, you'll find more. More opportunities, so you can forge your own path. More care and support, so you can prioritise what matters most. More purpose, for you and for the children we're inspiring. Come inspire their remarkable with us.

Our values:

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible
- Push the limits
- Be big hearted

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
6. The Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

Safeguarding

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

Person Specification

Job Title: lettings Attendants- Casual zero hours contract, as and when required.

General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role		Grade C or above in English and Maths GCSE or equivalent
Knowledge/Experience	Specific knowledge/ experience required for the role	Good understanding and ability to use relevant equipment / technology Ability to work constructively as part of a team Ability to relate well to children and to adults Ability to identify the needs and wants of customers	Knowledge of health and safety First Aid qualification
Skills	Line management responsibilities (No.)	N/A	N/A
	Forward and strategic planning	The ability to use initiative and work independently	
	Budget (size and responsibilities)	N/A	N/A
	Abilities	<ul style="list-style-type: none"> • Ability to work on own initiative • Able to follow written and verbal instructions • Ability to prioritise work • Ability to communicate appropriately and effectively with other members of the team and users of the Academy • To adopt a proactive approach to cleaning 	<ul style="list-style-type: none"> • Experience of working as part of a team



Personal Characteristics	Behaviours	<ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other • To be able to promote a positive image of the Academy • Commitment to providing a high quality service • Flexibility and willingness to be a valued member of a team • Able to play a positive role within the workplace • Conscientious and reliable 	
	Values	<p>Ability to demonstrate, understand and apply our values</p> <ul style="list-style-type: none"> ○ Be unusually brave 	



		<ul style="list-style-type: none">○ Discover what's possible○ Push the limits○ Be big hearted	
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