

Community Lettings Manager

Grade E

37 Hours & 52 Weeks

Job Description

Responsible to: Director of Corporate Services

Job Purpose:

To be responsible for the leadership and management of facilitating lettings outside of the school day and term times. Maintain a high level of customer service in accordance with the Trust values. Create a welcoming atmosphere which is conducive to providing excellent customer satisfaction to existing and potential users.

Main duties and responsibilities

Accountabilities

- Development of, and management of, the community lettings provision as a financial viable business.
- Promotion and marketing of facilities, working with the communications team in order to ensure web pages and other forms of online platforms are accurate, relevant and up to date.
- Writing business proposals and business plans to promote the use of the Trust's facilities to community sport and health groups, looking to drive increased business through innovative activities and services.
- Reporting to the Director of Corporate Services on business development and assisting with the preparation of applications for external funding opportunities linking to local, regional and national agenda's.
- Work with the health team to raise public awareness of health and sports issues looking to break down barriers that will lead to engaging people in physical activity, particularly amongst underrepresented groups.
- Customer service as point of contact for all lettings and ensuring the highest quality of standards in delivery are met by effective monitoring and developing guidelines, systems and procedures in order to support this.
- Managing lettings bookings.

- Provide assistance and support in relation to all bookings.
- Working with the finance team in raising invoices and the collection of money.
- Managing staff rotas including holiday rotas.
- Managing the out of hour's site security, liaising with the Site and Facilities Manager and Cleaning Supervisor to ensure the site is secured and cleaned appropriately.
- Act as designated member of staff for out of hour's health & safety, fire safety, first aid and site security.
- Act as a registered key holder in maintaining access to facilities and in maintaining site security.
- Foster good relationships with stakeholders and the wider community.
- Working during the evenings and weekends to facilitate lettings users and being available on-call during all lettings periods to deal with emergency issues or incidents that occur on site.
- Undertake additional duties as commensurate with the grading of the role.

Trust Standards

- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Trust's Code of Practice and its policies and procedures.
- Work within the requirements of the Trust's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the Trust's equalities policy and relevant legislation