

## Job Description

### Community Lettings Site Assistant

**Salary Range:** Grade D14 £18,145

37 hours per week

**Responsible to:** Headteacher

#### **Core Purpose:**

The post holder will be responsible for the security of Academy premises and its contents during non-school hours to enable use of the establishment for lettings and community use. This will include being a registered key holder. He/she will be responsible for ensuring a safe and secure environment for all users and effectively monitoring and maintaining cleanliness and safety standards within the Academy. The post holder will maintain high levels of high customer satisfaction by providing excellent service and a welcoming atmosphere.

#### **Key Accountabilities:**

- Working in accordance with the Academy's policies relating to lettings and out of hours activities, health and safety, equality and diversity and safeguarding.
- Locking and unlocking of the Academy site and premises to accommodate out of hours lettings and other Academy related activities.
- The security of the premises during designated periods of out of Academy hours; monitoring, operating and maintaining site security systems.
- Dealing with emergencies, activating call-out procedures when necessary including summoning immediate support, when required, from emergency services or other external bodies.
- Supervising the centre to ensure that the premises are maintained to the required level of cleanliness at all times and undertaking designated cleaning duties.
- Assisting individuals/groups using the Academy premises with regards to setting out chairs, tables and any necessary equipment.
- Assisting and support in the organisation of holiday programmes.
- Carry out reception and administration duties. This will include taking bookings, selling refreshments and answering enquiries.
- Reporting any defects such as lighting, heating and security installations, or equipment to the Site Manager on detection or as soon as is practicable.
- Ensuring equipment is maintained and operated in line with instructions and guidelines.
- Carry out or report minor repairs to the buildings, facilities and equipment.
- Identifying areas for development and improvement and make recommendations for change.
- Dealing with any customer complaints or grievances in the absence of the Lettings Manager.

#### **Efficient and Effective Deployment of Staff and Resources**

- Acting as team leader in the absence of the Community Lettings Manager.
- Assist the Community Lettings Manager in co-ordinate the staff rota, schedule holidays and allocate duties.
- Carry out or assist in staff training.

- Ensuring a safe working environment through application of appropriate risk assessments.
- Assist the Community Lettings Manager in maintaining both customer records.

**General Responsibilities**

- Act at all times as an ambassador for the Academy in a manner which upholds its Christian values and ethos and to model behaviour consistent with the Academy's standards and aspirations.
- Foster a good relationship with user groups, potential clients, parents and the local and wider communities.
- Have an agreed flexible working pattern to ensure that all relevant functions, including out of hours activities, are fulfilled.
- Demonstrate a commitment to personal professional development.
- Be subject to performance management objectives, agreed annually, and be responsible for providing evidence of progress.
- Carry out any other duties that may be reasonably requested.
- Recognise that duties of a post may vary from time to time without changing the general character of the post or level of responsibility entailed.