



Bristol
Grammar
School

Job Description

Lettings Manager

Bristol Grammar School: a company limited by guarantee, company number: 5142007
Registered Office: University Road, Bristol, BS8 1SR. Registered Charity Number: 1104425

Life
changing

Job Role Specification

Post: Lettings Manager

Line Manager: Bursar

Anticipated start date: November 2018

Purpose of the job

The key aim of this role is to maximise the generation of income by letting the facilities of Bristol Grammar School's main Clifton site, whilst also facilitating community use which is an important element of our charitable status. At all times, the teaching and learning needs of Bristol Grammar School and the safeguarding, security and data protection of our students will take precedence.

Duties and Responsibilities

- Promote and market the commercial use of the School's facilities outside of core educational requirements:
 - Ensure all potential bookings are appropriate for the school - with reference to the Bursar where necessary
 - Maximise revenue
 - Maximise profitability
 - Obtain written confirmation that third parties offering services to children on the School site are undertaking safer recruitment checks and keeping appropriate safeguarding training and records
- Effectively manage bookings
 - Identify customer needs and determine the suppliers that will be required for an event
 - Carry out viewings and telephone calls with clients
 - Manage the lettings' diary in liaison with other departments, checking availability and enter bookings in the school diary
 - Manage all letting payments, including deposits, invoicing, VAT charges, - liaising with the Finance Office where necessary
 - Liaise with the facilities department regarding all bookings and what has been agreed with the customer regarding set-up and clear-down arrangements
 - Attend and supervise events, personally oversee the set-up and clear-down after events to ensure no unnecessary wear and tear on the BGS buildings
 - Maintain appropriate records / profiles of regular users or events
 - Develop and maintain strong working relationships with all stakeholders both internal and external
- Work with customers to ensure
 - Event plans are available in good time
 - Customers' catering needs are met and if kitchen facilities are being used, only approved suitably qualified caterers are enabled to use the BGS kitchens, through liaison with the BGS Catering Manager.
 - Customers have accurate knowledge of the facilities available to them including fire evacuation procedures
 - Customers have a clear understanding of the code of conduct expected from any event suppliers that they use
 - Licensing conditions (where applicable) are adhered to
 - Customer satisfaction
 - Safety and security at all times
 - Provision of First Aid at all events and a calm management of any incidents that arise
- Make regular comparisons with competitor facilities
 - To ensure an appropriate, and competitive, pricing strategy
 - To identify potential additional services
- Liaise with the School community to ensure that
 - Commercial use does not interfere with School use
 - School events and functions are supported
- Liaise with the Facilities Management Team to ensure

- Customer needs are fully communicated and met
- Security issues are addressed
- Events are appropriately staffed
- Cleaning contractors are briefed to ensure the BGS site is ready for School use
- Collaborative working with the School's Performing Arts Centre operational management team and Sports Facilities Lettings Manager
- Managing People
 - Direct any additional lettings' supervisors / staff
- Understand the BGS site and facilities available to include
 - Fire Safety
 - Licensing regulations as the licensee and designated property supervisor
 - Health and Safety
- Keep clear and accurate financial records, including
 - Accurate costings
 - Production of an annual budget
 - Appropriate charging
 - Profitability
- Attend training courses and meetings as directed
- Conforming to the School's Code of Conduct
- Adherence to the School's safeguarding procedures
- Subject to the time the post holder has available there will be a requirement to cover for PAC and Sports Operation Managers during periods of annual leave.

This job description is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

Candidate Specification

It is expected that the Lettings Manager will possess the following attributes:

L = assessed through evidence from application form, references and letter of application	I = assessed at interview	E / D = Essential / Desirable
Prior experience of working in a hospitality background including meeting and liaising with clients, working with suppliers for events including supervising set up and clear down of events	L	E
Prior experience of working within a school	L	D
Good working knowledge of health and safety regulations and licensing laws	L	E
Strong IT skills with good knowledge of Microsoft Office suite: Word and Excel.	L	E
Excellent attention to detail and communication skills	L	E
Demonstrate good commercial awareness and have a good knowledge of the lettings business	L	E
Responsibility of personal licence holding and designated property supervisor, or a willingness to do so	L	D
Ability to multi-task and manage your own priorities and workload	L	I
A self-starter who is motivated and shows initiative. Ability to make decisions, deal with queries and problems and quickly resolve these	L	I
A sense of humour and an optimistic, resilient style when faced with pressure		I
The ability to develop good working relationships with all members of the School community	L	E
A well organised and resourceful approach to work and the ability to meet deadlines	L	I
Commitment to the ethos and holistic education provided by BGS and to the maintenance of BGS as a leading independent school	L	E
An enthusiastic and approachable nature		I
Demonstrate an understanding of safeguarding and promoting the welfare of young people	L	I

Working hours and conditions

Working Hours	This is a part time role, 21 hours per week, and flexibility is key to this role. Depending on the weekly schedule, some of the hours will be worked within the normal working day (between 8.30 to 4.30pm) but other working times will be in the evenings and weekends to supervise/oversee events. Any additional hours worked will be taken as time off in lieu at appropriate times agreed with your line manager.
Salary	The salary will be determined by the BGS Technical and Clerical scale and will be dependent on relevant experience and technical expertise.
Pension	The School will automatically enrol support staff in to the Pension Trust "Defined Contribution" pension scheme provided they meet certain eligibility criteria. Those choosing not to be a member of the Scheme may opt-out in accordance with the rules of the Scheme.
Holidays	Paid holiday entitlement is 20 working days per annum pro rata, in addition to Bank Holidays Increasing to 22 working days per annum after 2 years' service and then increasing by one working day per additional years' service until it reaches a maximum of 25 working days. Holidays are not normally taken during term time.
Lunch	School lunch is provided during term time.
Education	At present the School's policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subjects to their children meeting the academic entry requirements and subject to a place being available.
Sports Facilities	Free use of school sports facilities.
Library	Free use of the school Library.
Car Parking	No car parking is provided during term time

Equal Opportunities

The School is an equal opportunities employer and is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

How to apply

Application forms should be accompanied by a *brief* covering letter addressed Headmaster, Mr JM Barot. Please send to the HR Department, BGSHR@bgs.bristol.sch.uk (Bristol Grammar School, University Road, Bristol, BS8 1SR)

The closing date for applications is Monday 24 September 2018, at 9am.

Interviews will be planned for shortly after.

Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as 'spent' must be declared when applying. The applicant may post such a declaration in an envelope marked 'Private & confidential for the Headmaster' which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.