

Generations Multi Academy Trust



Lettings Administrator

Information for Applicants





GENERATIONS MULTI ACADEMY TRUST

LETTINGS ADMINSTRATOR

H3 (£21,575 - £21,968 plus fringe of £951 per annum)
37.5 hours per week

Required: as soon as possible

We are seeking to recruit an enthusiastic and committed Administrator to assist with the income generation activities of the Generations Trust, reporting directly to the Lettings Manager.

The post will be full time, 37.5 hours per week. The successful candidate will need to be flexible regarding working hours in order to meet the needs of the business. This may mean working some evenings and weekends to support the introduction of new activities and to ensure effective communication with hiring groups who may not be available during normal working hours.

The ideal candidate will be able to demonstrate:

- strong interpersonal skills with the ability to engage with customers over the phone, listening to their needs and resolving any issues
- strong IT skills and the ability to manage data e.g. The post will involve the management of the customer database, processing bookings through an online facility management system, raising invoices and the production of key performance data such as facility occupancy rates and customer retention rates
- the ability to manage time, multitask and work to deadlines

In return the Trust can offer you:

- a forward looking, positive, and oversubscribed working environment
- the opportunity to work with professional, committed and ambitious colleagues
- outstanding, highly personalised professional development opportunities across the Generations Multi Academy Trust
- the opportunity to work with young people in schools described by Ofsted as being one where “students work together exceptionally well,” and where “students are overwhelmingly enthusiastic about school”
- a comprehensive staff benefits package

Please contact the Trust’s People Director, Lisa Cardinali, (hr@generationsmat.herts.sch.uk) for the recruitment pack and further information on the role and Trust. Informal discussions with the

Lettings Manager, Lucy Murphy, are welcome, as are visits to the schools. Please call 07741 644417 to arrange a date.

Closing date for applications: 27th February 2023

Interviews will be held week commencing: 27th February 2023

The Trust reserves the right to process applications as they are received, and early applications are encouraged. Previous applicants need not apply.

Generations Multi Academy Trust is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers and the Disclosure and Barring Service.

Please note that this role 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Further information is available on the school's website.



JOB DESCRIPTION

JOB TITLE:	Lettings Administrator
LOCATION:	Predominantly based at Goffs-Churchgate, with deployment to Goffs and other Trust schools, as required by the business
GRADE/HOURS:	Full Time: 24 days holiday rising to 28 days after 5 years, plus bank holidays Core hours: 9am – 5.00pm – flexibility may be required on occasion, in line with the needs of the business Salary: H3
PURPOSE OF YOUR JOB:	<ul style="list-style-type: none">• To support the work of the Income Generation Department• To assist in communication with customers and the organisation of their hire of Trust facilities• To maintain the customer database through each school's bookings system• To raise invoices and chase aged debt• To support in monitoring and evaluating the activities of the income generation function• To support the submission of funding applications• To manage the booking and delivery of ad-hoc events using the Trust facilities
REPORTING TO:	<ul style="list-style-type: none">• Lettings Manager
STAFF REPORTING TO JOB HOLDER:	<ul style="list-style-type: none">• n/a
CONTACTS WITHIN THE TRUST:	<ul style="list-style-type: none">• Lettings Administrator• Facilities Manager• Facilities Officers• CFO• Trust leadership

	<ul style="list-style-type: none"> • All other teaching and support staff within the Trust
CONTACTS OUTSIDE THE TRUST:	<ul style="list-style-type: none"> • Hiring organisations and customers • National Governing Bodies • Local Activity Networks • Contractors
MAIN TASKS AND RESPONSIBILITIES:	<ul style="list-style-type: none"> • To respond to telephone and email enquiries from existing and potential customers promptly and professionally • To manage the voicemail service for the lettings business, responding to enquiries within one working day • To arrange ad-hoc hire of the facilities and ensure all arrangements are in place • Assist in ensuring hirers are invoiced promptly and accurately, and payment is received • To take credit card payments from customers over the phone for those making “one off” facility hires • To produce daily job sheets to give to facilities officers, detailing the hirers and jobs for that day • Assist in updating the department’s social media pages • To assist in producing regular, accurate reports on the performance of the income generation function • Research new income generation opportunities to assist in the hiring out of vacant facilities • Other Income Generation related activities as directed by the Lettings Manager and Lettings Administrator • To be responsible for safeguarding and promoting the welfare of children at all times
KNOWLEDGE, EXPERIENCE, SKILLS AND TRAINING TO BE DEVELOPED THROUGH THE APPRENTICESHIP	<p>Knowledge</p> <ul style="list-style-type: none"> • The principles of Business and Administration • The knowledge of the delivery of an excellent customer services environment • The principles of planning and implementing a marketing campaign, and the ability to evaluate its effectiveness • The need to follow the policies, systems and procedures of the Trust • The importance of confidentiality <p>Experience</p> <ul style="list-style-type: none"> • Communicating in a business environment • Negotiating in a business environment • Event planning and management • Working in a school environment <p>Skills</p> <ul style="list-style-type: none"> • The ability to work unsupervised and to respond promptly to requests for support • The ability to remain calm and work well under pressure • Strong interpersonal skills • Organisation and efficiency

	<ul style="list-style-type: none"> • The ability to demonstrate initiative • The ability to produce the minutes of a meeting • The ability to monitor Information Systems • The ability to provide administrative support in a school environment • The ability to be able to perform financial administrative tasks such as invoicing and raising purchase orders • The ability to be able to resolve customer complaints • The ability to organise and deliver great customer service <p>Training</p> <ul style="list-style-type: none"> • As required by the role and agreed with Line Manager
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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Trust will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by Trustees to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Employee Signature:

Line Manager Signature:

Date:



PERSON SPECIFICATION

Lettings Administrator

		Assessed by:		
No	Categories	Essential / Desirable	App Form	Interview / Task
QUALIFICATIONS				
1	5 GCSEs – including Maths and English Grade C or above	E	✓	
2	Customer Services Training Certification	D	✓	
3	ICT Training Certification	D	✓	
4	Evidence of continuous professional development and training	D	✓	
EXPERIENCE				
5	Experience of operating an electronic database / bookings system	E	✓	
6	Experience of working in a school environment	D	✓	
7	Experience in Leisure / Sports Centre Operations	D	✓	
8	Experience of working in a customer service focused environment	D	✓	✓

9	Experience of working in a sales environment	D	✓	✓
10	Experience of working in an administrative role	E	✓	✓
11	Experience of financial processes	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
11	Strong written / verbal communication	E	✓	✓
12	ICT literate with a working ability to use key IT software to present work to a high standard	E	✓	✓
13	A customer service focus and the ability to communicate with customers and people from all backgrounds and levels	E	✓	✓
14	The ability to follow processes and procedures, including the ability to seek advice where appropriate	E	✓	✓
15	Efficient and organised with the ability to make decisions and use initiative where required	E	✓	✓
16	Ability to build effective working relationships with colleagues and external partners at all levels	E	✓	✓
17	Attention to detail and track record of enhancing service delivery	D	✓	
18	Strong research skills	D	✓	
19	Ability to network through online platforms to promote activities	D	✓	✓
PERSONAL QUALITIES				
20	A strong commitment to both Trust values and ethos, plus own professional conduct and ethics	E	✓	✓

21	Commitment to support the Trust's agenda for safeguarding and equality and diversity	E	✓	✓
22	A team player including flexibility and willingness to assist with the development of the Trust Income	E	✓	✓
23	Engaging telephone manner	E	✓	✓



INFORMATION ABOUT THE DEPARTMENT



INCOME GENERATION – GENERATION MULTI ACADEMY TRUST

The Income Generation department is a small, friendly and committed team within the Generations Multi Academy Trust. There are currently three schools within the Trust: Goffs Academy, Goffs-Churchgate Academy and Flamstead End School. The express aim of the department is to raise funds that can be directly re-invested into our schools to ensure the students in the care of the Trust have access to world class facilities. Facilities at both Goffs and Goffs-Churchgate Academies are hired out every evening and at weekends, generating substantial income for the Trust.

We have over 150 active hirers ranging from local football teams, swimming and cheerleading clubs, dance and drama academies and language schools. Since its inception five years ago, turnover has grown to more than £0.5m and these funds have helped to support the investment in new facilities, such as a 3G pitch at Goffs-Churchgate and the new building at Goffs Academy.



A general working day within the Income Generation department would consist of dealing with incoming emails and phone calls from existing and new hirers, making bookings, raising invoices, creating job sheets for the facilities staff and calling customers to chase unpaid invoices. There are also many other ad-hoc tasks to deal with, such as attending party planning meetings and updating the departments' Instagram page. As part of the Income Generation department, you will also liaise directly with teachers and support staff within the Trust to ensure there are no calendar clashes and that the rooms are set up for hirers and then returned to their original state after use, for school operation.

The Trust continues to seek opportunities to expand through the incorporation of additional schools into the Trust. The role has the possibility of presenting career and skills development opportunities to the successful candidate.





**INFORMATION ABOUT THE
GENERATIONS MULTI
ACADEMY TRUST**



Welcome to our information pack about the Generations Multi Academy Trust and its three schools, Goffs, Goffs-Churchgate and Flamstead End School.

Goffs is a mixed 11-18 comprehensive Academy with approximately 1,600 students on roll, including a thriving and successful Sixth Form. The school is extremely popular in the local area, with an average of over 800 applications annually for the 240 places available, and significant waiting lists for places across the year groups. On intake, students are of an ability level (KS2 APS) significantly above that of the national average although the school is a true comprehensive school and admits a good mix of students of all ability levels.

Goffs-Churchgate is a fully mixed comprehensive school for 11-16 year olds, with 603 on roll. The school has rightly established a very strong reputation for both its academic outcomes and its close-knit, nurturing community, receiving 600 applications for 120 places for 2022 admission. Local estate agents continue to report significant interest in parents moving to the locality with a view to being near Goffs-Churchgate. One of the school's key strengths is its highly cohesive and supportive community. As such, the decision to cap student numbers at 600 is entirely deliberate, enabling us to maintain a strong sense of community where everybody knows everybody else – if you visit, you cannot fail to be struck by this. It is a very special part of what the school is. Recognising that not all children thrive in large secondary schools, the Trust has made a deliberate decision to offer both a larger and much smaller secondary school for local parents to choose between.



Flamstead End School is a thriving primary school in Cheshunt with approximately 485 children on roll. It has a Preschool, 60-place nursery offering 30 hours provision and two classes per year group from Reception to Year 6. The school has high expectations around achievement and behaviour and is ambitious for pupils. Flamstead End is a 'Therapeutic Thinking' school and seeks to understand and



support children's behaviour so that they are able to learn and achieve to the best of their ability. The school is a tight knit community, with a well-established staff who care for one another and the children in their charge.

Professional Working and Learning Environment

Staff and students work in modern, professional environments, with all schools benefitting from recent

building projects including a full, £20million rebuild at Goffs. The facilities provide light, modern, professional and a fit for purpose working environment for all.

The Generations Multi Academy Trust

In early 2016, Goffs Academy received a direct approach from the DfE asking that they consider establishing a Multi Academy Trust and work in partnership with other schools. As a result, the Generations MAT, GMAT, was established from 1st September 2016, with Goffs as the lead school within the Trust. Subsequently, the Trust took over the former Cheshunt School and established Goffs-Churchgate Academy, which is now another thriving secondary. Goffs-Churchgate is a fully mixed comprehensive school from 11-16 years of age, with 600 on the roll. Flamstead End Primary joined the MAT from 1st January 2023, and is another highly successful, thriving and nurturing community, rated “outstanding” by Ofsted. All schools in the Trust enjoy extremely high levels of applications and are over-subscribed. The schools are within close proximity of each other and share many activities, including CPD for staff. One of the Trust’s fundamental principles is that no one school is in any way more important or successful than the other. As such, CPD and other events are rotated through schools in the Trust, with everyone learning from and sharing with each other. This collegiate and collaborative approach permeates our Trust.

From Spring 2023, the MAT will open nursery provision on the Goffs-Churchgate site, with subsidised and term-time only places for staff. The nursery is run by Ashbourne Nurseries - <https://ashbournedaynurseries.com/>

The MAT is extremely clear about its daily purpose, reflected in its motto of “No Set Destiny for Any Child.” All of our schools, leaders and staff fiercely believe in the life-changing nature of education and work tirelessly to that end, day in and day out. There is no set destiny for any of the children in our care; rather, our daily work across the piece allows children to forge new futures and destinies.

The MAT is extremely financially secure. Finances are overseen by a Chief Finance Officer with considerable financial expertise in the private sector, plus a highly experienced Finance Manager. The Trust deliberately created an Income Generation function, and extensive lettings and business development work now takes place across all sites in the MAT. This additional income – now yielding in excess of £500k per annum – underpins generous levels of staffing at our schools, plus many “extras” that would otherwise be unaffordable in the current funding climate. As one example, all teacher loadings in the secondary phase were reduced from 19/20 as a direct result of the additional monies coming into the Trust via this income generation work.

We are looking forward to further widening our Trust and to working in partnership with both primary schools and further secondaries. Further information about GMAT can be found here: <https://generationsmat.com/>

Outcomes

Our strategy for continuous school improvement has had huge success and we are actively committed to ensuring that our very popular and successful schools, continue as centres of excellence in the community.

Exam results in 2022 were another year of huge success for Goffs. GCSE highlights include:

- Student progress outcomes which remain above national average

- 75% of students achieved grade 4 or more in English and Maths and 57% achieved 5 or more in both
- English grade 4/5 or more: 89%/72%
- Maths grade 4/5 or more: 79%/60%
- Percentage of grade 7 or more in all subjects: 24%

Crucially, students were well supported in progressing onto a range of exciting destinations. The majority of Year 11 students have continued their studies in the Sixth Form at Goffs, with all others securing a place in further education or training. 71% of Year 13 students secured a university or college place to start in autumn 2022.



At A Level, continuing the upward trend of recent years, students achieved another excellent set of exam results, including an overall 100% pass rate. The wide range of university or further education courses onto which students have progressed include Law, History, Geography, Maths, Finance, Physics and Astrophysics, and Project Management for Construction, whilst many other students progressed directly into employment or apprenticeships. Goffs Sixth Form has an excellent reputation in the local area, over the past three years the numbers of students applying to join has continued to increase to approximately 350.

Goffs-Churchgate secured an impressive set of GCSE outcomes in 2022. Progress 8 outcomes once again set a record result for the school and put the school in the top 20% of all schools nationally. GCSE highlights include:

- Overall Progress 8 score of 0.46 meaning the school is significantly above National Averages
- The proportion of students who achieved Maths and English at grade 4+ was 69%, an increase of nearly 20% in the past two years
- The proportion of students who achieved English and Maths at grade 5+ was 41%, a 24% increase in the last two years

To achieve such fabulous progress in such a short period of time, is testament to the school's staff and students. Although we know that this success represents just the start of their journey, very exciting times lie ahead.

Both secondary schools target set in the top 10% of all schools nationally and strive at all times to meet ambitious targets. We are committed to a cycle of continuous improvement and aspiration and are keen to appoint colleagues who share that vision, determination and a restless quest for improvement. All of these factors combine to make The Generation Trust a very exciting and rewarding community to be a part of.

With an outstanding track record, we are looking forward to supporting the future success of Flamstead End, the latest school to join our Trust.



Community

Our schools pride themselves on their sense of community – both within the school itself, and in the wider locality. Visitors to our schools unfailingly comment on a very real sense of community, coupled with warmth and pride. Our schools are members of Cheshunt Extended Services (ChExS), offering a variety of extended school and community-based activities for both students and parents. Our students actively support local charity work such as the Isabel Hospice and maintain strong links with our local primary schools.

Goffs and Goffs-Churchgate also benefit from a thriving student leadership programme, with students leading on key development projects of their choice, ensuring strong student voice and participation across the Trust. We firmly believe in every student feeling a strong sense of community, and on entering each school, every student is placed in a House. Each House is led by a team of student House Captains and has a clear sense of identity. Regular competitions and assemblies strengthen this sense of community. Each year the House Captains decide on a possible group of charities to support, with students then voting for their chosen school charity and subsequently arranging a variety of fund raising events throughout the school year. Such work is indicative of the ability of students in the Trust to empathise with the needs of others, and further develops their capacity to work successfully in a variety of social settings.

We regularly bring visitors from the community into school to work with students, and maintain strong links with our local secondary schools. Each school's facilities are used for evening and weekend lettings, including superb sporting facilities, as well as holiday classes, providing opportunities for a diverse range of users including the Greek School, and local dance and sports groups.

Across the Multi Academy Trust a large variety of annual school trips give students the opportunities to sample different cultures, whilst an extensive programme of off-site visits provides opportunities for students to experience the diversity that exists within the UK, including theatre, galleries and museum visits.



Our schools are proud to be truly community-based schools, with students and staff from different religions and a number of languages spoken in each school. As a Trust we recognize and celebrate what makes us unique and different, and acknowledge that we are also part of one community. Our aim is for everybody to feel valued and respected and we strive hard to ensure we create a positive culture within the schools to enable this to happen.

Care, Guidance and Support

Successful learning takes place when students feel safe, confident, respected and valued, and are engaged. The Trust believes in supporting and nurturing all students in their quest to become successful learners. As such, we place a high value on pastoral care as an integral part of the life of each school.

We promote positive attitudes towards learning and provide a caring and supportive environment within our community. Continuously nurturing, supporting and developing our students is hugely important to us and significant investment is made in each school's pastoral structures.

The School Dog



GMAT has a school dog – a 5-year-old cocker spaniel called Huxley.

Huxley belongs to the Chief Executive Officer. He spends time with students at break and lunchtime, undertakes the odd learning walk (i.e., romp), is available at the start of exams to help keep anxiety low, and also spends time in Learning + with our more needy students. Huxley has developed an obsession with pepperoni pizza, courtesy of his student partners in crime, and has also proved himself to be adept at playing Frisbee and football, although less adept at giving the Frisbee and football back....He is also available for staff cuddles as desired, and is very happy indeed to oblige, particularly if you'll play with him. Staff who do not want any contact with Huxley of course do not have to have any. Full risk assessments and insurance are in place for Huxley.



Staff Development

The Trust has an extremely strong reputation for staff development both teaching and support staff. Developing the next generation of school leaders, both middle and senior, and future Headteachers for those who wish to pursue this, is a responsibility that we take very seriously.

We have a full suite of staff leadership development which staff can join be they an ECT or highly experienced colleague, whilst I chair the national Leadership Partner School network, a group that brings together schools dedicated to developing outstanding leadership skills throughout their communities, and which allows us to visit other network schools, to attend national conferences and to share best practice.



In addition to innovative whole staff training days, we disaggregate a number of hours for training every year. This allows staff development to be highly personalised as staff can opt for the training which best meets their needs, including the opportunity to do a research project in partnership with Cambridge University. Many use their disaggregated time to coach others or to receive coaching. Moreover, there are specific training sessions for ECTs and other interested staff which run each week after school.

We also place a lot of emphasis on 'on the job' training and support. A thorough induction scheme is available to all new staff, and mentors/buddies are assigned to guide you through those new routines. Finally, external courses can of course be booked if, on very rare occasions, we cannot cater for a particular training need in house.

Leadership Development

The Trust's Leadership Academy encompasses both staff and student leadership development through a series of student led groups and staff leadership pathways. The staff programme specifically provides opportunities for:

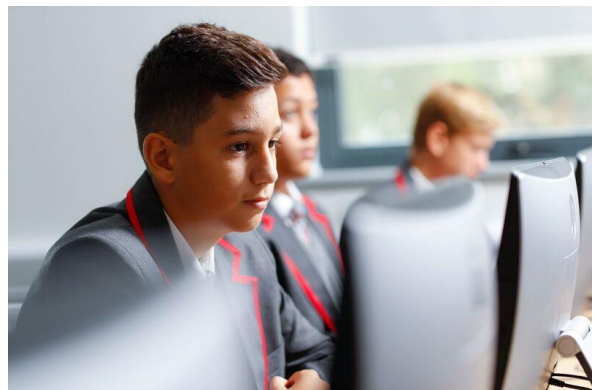
- Aspiring Middle Leaders
- Aspiring Senior Leaders

All pathways are personalised for the individual and staff receive one to one support from a mentor alongside working on a whole school project. Both support staff and teaching staff are welcome to join the Leadership Academy at any point in their career.

A full suite of leadership training is offered with a range of sessions including:

- Communicating vision and values
- Developing your leadership approach
- Building a high performing team
- Supporting your team
- Leading your team day to day
- Quality assuring effective teaching
- Observation for improvement
- Using data for impact
- Fostering positive behaviour for learning
- Leading and managing innovation and change

Attendance to all training sessions leads to certification by the SSAT. In addition, we encourage aspirant Senior Leaders to take part in the SSAT 'Stepping Up to Senior Leadership' training programme, which includes four external sessions throughout the year. As part of the Trust's commitment to developing future leaders, a number of the existing Senior Leadership Team across both secondary schools gained experience through an 'Associate' SLT position before gaining substantive leadership posts.



Trust Staff Benefits

Alongside our very strong focus on outstanding professional development and promotion opportunities, we also offer a range of benefits including:

Competitive base salary with a tailor made development plan aimed at enhancing your future [earnings] potential through:

- High quality, personalised CPD

- Bespoke leadership development programmes
- Subsidies for Masters and Degree courses
- Secondment and shadowing opportunities
- As part of our Multi Academy Trust, “Generations”, potential to work across more than one school to develop career enhancing skills and knowledge
- Supported Nursery provision with Ashbourne at any of their nurseries in the **Buckinghamshire, Essex, Hertfordshire, Northamptonshire, and Bedfordshire area:**
 - 15% discount for all Trust staff.
 - Term time only places are available
 - A school day would be 9.00am – 3.00pm
 - “Sundries” would be applied to a child taking up a funded only space (e.g. 30 hours funding only). This covers the cost of: meals, snacks, nursery resources and consumables
- Onsite car valeting at a reduced price for Trust staff
- Substantially discounted membership to Lifestyle Fitness’s state of the art purpose built gym, at Goffs Academy

Additional financial incentives and tax efficient benefits, including:

- Exam marker payment of £400 plus 2 days paid leave to do the marking (1st year)
- Payments for staff taking weekend sporting fixtures: staff paid £200 for leading a minimum of six Saturday fixtures plus 6 weekly training sessions
- A daily allowance of £50 for school trips taken over a weekend or any school holiday
- A £1,000 Employee Referral Scheme (i.e. finder’s fee) for any qualifying positions that you refer the successful candidate for: £500 on the person starting, and £500 if the person is still at the school 12 months later

Access to a wide range of health and well-being resources including:

- New, professional and fit for purpose working environments
- Free use of a range of sports and leisure facilities including a fully equipped gym and swimming pool.
- Occupational Health & counselling support
- Free flu jabs
- Subsidised social events
- 100% attendance reward – day in lieu, taken at each school’s discretion
- Free tea, coffee and milk for staff

Alison Garner
Chief Executive Officer
February 2023



**GENERATIONS MULTI
ACADEMY TRUST REFERENCE
REQUEST FORM**



Candidate's Name:			
Post:			
Name of Referee:			
School/Company			
Referee's Tel No:			
How long have you known the candidate and in what capacity?			
What is (or was) the candidate's job?			
What is his/her current salary (or salary when leaving your post)?			
When did the candidate work for your organisation?	From:	To:	
If the candidate has left your employment, please state the reason:			
How many days was the candidate off work sick over the last 2 years?			
How many periods of sickness over the last two years?			
Please comment on the candidate's performance history and conduct as your employee:			
Has the candidate had any current disciplinary warnings, or time-expired warnings that concern the welfare or safety of children, if so please give details here:			

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Do you have any concerns about the candidate's suitability for working with children and young people, then please give details here:

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Please comment, if you can, on the candidate's suitability for the post above:

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Please comment, if you can, on the candidate's ability to manage difficult behaviour of children and young people:

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Your signature:	Date of this reference:
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Your name:	
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Your position in your organisation:	
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Section 1 – SUPPORT STAFF

1 = Exceptional	2 = Very Good	3 = Good	4 = Average	5 = Below Average	6 = Not Observed/ Unable to comment
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Area of Evaluation	1	2	3	4	5	6	Further comments if necessary
Workload Management							
Work Knowledge							
Flexibility							
Forward Planning							
Use of Resources							
Relationships with: Students							
Parents							
Colleagues							
Others							
Communication Skills							
Reflective Thinking							
Team Work							
Commitment							
Adaptability							
IT Skills							
Creativity							
Leadership							
Punctuality							
Attendance							
Reliability							
Overall Performance							