



## Guru Nanak Sikh Multi Academy Trust

**“We are here to help our students acquire skills and knowledge to achieve what they aspire to do.”**

**Aspire ~ Acquire ~ Achieve**

**Guru Nanak Sikh Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

## **Job Description**

### Lettings Assistant

Line Manager: Marketing & Lettings Coordinator

### Job Description

Purpose of job:

To display a high level of responsibility, reliability, organisational and communication skills.

To facilitate lettings during evenings, weekends and school-holiday periods. A flexible approach to working hours is therefore essential.

### Responsibilities and Tasks

#### Key Responsibilities

- To retain keys for the facility and maintain the security of the premises and all equipment during lettings.
- Opening the premises prior to scheduled bookings and securing the site at the end of the sessions
- Ensuring areas relevant to the letting are set up prior to the start of the session as requested and cleared away afterwards, reporting any issues or faults with equipment or facilities as required
- To maintain cleanliness of lettings areas (e.g. changing rooms/toilets) ensuring all areas are left tidy and presentable at all times
- Lifting, moving and handling equipment as required
- Carrying out maintenance on equipment as necessary
- Managing your own time effectively to support all bookings at the agreed times.
- Ensuring site access is given to authorised hirers only, challenging trespassers as necessary
- Providing First Aid equipment in the event of an accident
- Delivering excellent customer service
- Reporting on matters to Site Manager and Lettings Coordinator by use of phone email and spreadsheets
- Resolving customer queries or complaints, escalating as appropriate
- Compliance with school policies
- Promote and safeguard the welfare of children and young people
- Maintain confidentiality at all times
- Provide assistant to the Premises Manager as and when required
- Undertaking any other duties as may be reasonably requested within the competence of the post holder.

## General

- To undertake any other duties commensurate with the post as may be required by your line manager or the CEO.

## Equal Opportunities

- The member of staff will at all times carry out the duties and responsibilities of the post with due regard to the Academy's equal opportunities policies.

## Health & Safety

In addition to the specific responsibilities of this post, every member of staff at Guru Nanak Multi Academy Trust will commit to:

- Ensuring that the Academy's policies and procedures, in relation to the role, on health and safety are met
- Taking responsibility for all risk assessments and establish and manage a proactive Health and Safety Service throughout the Academy, in relation to the role.

*This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the Academy as may be reasonable expected, without changing the general character of the duties or the level of responsibility entailed.*



# Person Specification

## Lettings Assistant

Line Manager: Premises Manager

	Essential	Desirable
Excellent customer service skills	✓	
Experience of working in a school / college environment		✓
Effective communication skills both verbal and written	✓	
Awareness of child protection and safeguarding policies		✓
Working experience of health and safety legislation		✓
The ability to work alone or as part of a team	✓	
Good level of fitness to move and handle equipment	✓	
Basic computer skills (Word, Excel, Email and Internet use)	✓	
Personal Qualities	Essential	Desirable
Enthusiasm, determination and an insistence on high standards	✓	
A sense of humour.	✓	
Excellent attendance and punctuality.	✓	
Willingness to learn new skills and approaches and to share the experience with others.	✓	
Belief in the value of individuals.	✓	
Patient, tolerant, sympathetic and, fair but firm	✓	
Enjoy being with children	✓	
Hardworking and conscientious	✓	
A willingness to be flexible	✓	
A respect for confidentiality	✓	

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