

JOB DESCRIPTION

Post Title: School Lettings Assistant		Director/Service/Sector: School Sports and Community Facilities	Office Use
Band: 2		Workplace: Site-based (Hadrian Learning Trust Schools)	JE ref: HRMS ref:
Responsible to: TBC		Date:	
Job Purpose: To provide operational management of sports and community facilities			
Resources	Staff	Leisure Assistants	
	Finance	Lettings-related budgets.	
	Physical	Shared responsibility for the careful use of equipment, site security and maintenance of sports and community facilities.	
	Clients	Contractors, staff, general public and others using the sports and community facilities	
<p>Duties and key result areas: Carried out in accordance with the school specification, these include, but are not restricted to:</p> <ul style="list-style-type: none"> • Open, close and be responsible for the security of the facilities, including acting as a key holder. • Ensure that facilities are maintained in good condition and are ready for community and school users. • Undertake equipment set-up and take-down according to the programme of activities (this will involve lifting or moving of medium weight equipment including football goals and rugby posts). • Ensure all equipment is maintained to a high standard: <ul style="list-style-type: none"> ○ complete scheduled maintenance of internal and external sports surfaces, ○ undertake regular checks on all facilities, equipment and housekeeping, ○ take prompt action where remedial measures are required. • Keep all areas and facilities clean and tidy, including regularly emptying bins, clearing litter, and ensuring main access routes are kept clear of leaves, snow and ice as necessary. • Be responsible for the health and safety of staff and visitors, and be the duty first aider. • Ensure all users of the facilities are aware of procedures and health and safety protocols (in line with Health and Safety Policy), and that they follow these procedures. • Ensure the security of the property is properly maintained, that users have access at appropriate times and that an appropriate response is made in the event of a property-related incident. • Liaise with other staff in relation to operational issues. • Ensure that the highest standard of customer service is delivered at all times. • Effectively deal with customer complaints and queries at the initial stage. • Support administration of community lettings bookings and payments, and record usage information for the Football Foundation and other partners. • Support the marketing of the facilities and deal with customer enquiries. • Other duties appropriate to the nature, level and grade of the post. 			
<p>Hadrian Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You are therefore under a duty to use the Trust's procedures to report any concerns you may have regarding the safety or well-being of any child or young person.</p>			
Work Arrangements			
Transport requirements:	None.		
Working patterns:	Shift pattern covering evenings, weekends and school holiday bookings.		

PERSON SPECIFICATION

Post Title:	Director/Service/Sector: School	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
GCSE or equivalent.	A level or equivalent First Aid at Work certificate	
Experience		
Relevant experience in a public-facing role.	Relevant experience in a similar leisure role. Knowledge/experience of erecting/dismantling leisure equipment	
Skills and competencies		
Good numeracy, literacy and ICT skills. Strength, dexterity and co-ordination to set up a range of equipment for bookings. Ability to plan and organise staff and resources, including effective use of own time. Resourceful and able to work with initiative and without constant supervision, as well as working in a multi-functional team. Listens, consults others and communicates clearly. Customer care skills – polite, friendly and helpful, but able to be firm when required. Can relate well to both young people and adults.		
Physical, mental, emotional and environmental demands		
Work from a standing position, need to walk, bend, lift and carry moderate weights. Short periods of concentration dispersed throughout day, week and month. Availability to work evenings and weekends. Lone working will be required.		
Motivation		
Appropriately follows instructions to achieve set objectives. Reliable and keeps good time. Committed to the provision of quality services to achieve customer satisfaction. Adapts to change by adopting a flexible and cooperative attitude. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. A willingness to undertake job related training.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits