

JOB DESCRIPTION

LETTINGS OFFICER

Job Title:	Lettings Officer
Reporting To:	Estate Manager and Student Finance Officer
Accountable For:	Co-ordination of lettings
Salary / Grade:	Academy Range 4

Role Purpose:

- To manage and promote lettings at the school.
- To ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling the Trust's values in all aspects of the role.

Responsibilities:

- To manage the school's Lettings programme ensuring that a balance is made between school needs and lettings.
- To be the main point of contact in weekday evenings and weekends for hirers.
- To deal with booking enquiries from current/potential hirers and applying confirmed sessions to the Wisepay bookings system.
- To ensure that booking fees have been calculated correctly and hirers are up to date with payments.
- To welcome hirer to site and ensure equipment requirements are set up for customer activities, this will be in conjunction with the Trust Facilities Team.
- To lockdown down the school at the end of each letting day (Monday – Saturday)
- Maintain a records of statutory requirements from hirers such as insurance documents.
- Communicate bookings to the Trust site team.
- Liaise with site team regarding security provision, cleaning and equipment maintenance needs.
- To liaise with hirers and ensure customer satisfaction and elicit feedback on the customer experience. To deal with problems and issues arising from Lettings.
- Close liaison with PE staff, co-ordinating lettings activities with the school's needs.
- To work with the Trust Marketing Team to attract new lettings from clubs and groups to maximise income and minimise vacant hire slots.
- To review the schools website with regards to Lettings.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- To contribute towards the Trust's vision and ethos. This person must enjoy completing their work in a professional and positive manner, relish solving problems and take pride in helping people;
- Determination to improve standards and outcomes in non-selective education on the south-east Kent coast;
- Interest in playing a part, through education, in the re-generation of Folkestone;
- High ethical standards;
- Strong interpersonal, written and oral communication skills;
- Motivation to improve standards and achieve excellence;
- Demonstrate honesty and integrity;
- Excellent organisational skills;
- Ability to communicate effectively, professionally and in a friendly manner with staff, pupils/students and parents and external agencies;
- To be an ambassador for Turner Schools in dealing with external persons, and to be an admired and respected member of the team by internal faculty and pupils/students;
- To enjoy helping others and be able to resolve any issues in a professional, calm and measured manner;
- To be highly motivated and to have a flexible approach towards work and working hours.

Qualification/Experience Criteria:

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Other Duties:

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace;
- Share the Trust's commitment to safeguarding and promoting the welfare of all young people through having knowledge of Government guidelines and safeguarding policies as appropriate within the schools;
- Ensure that **all** duties and services provided are in accordance with **all** Turner Schools policies and the Academy's procedures in line with code of conduct/professional expectations;
- To undertake training as necessary;
- To actively engage in the performance development process;
- To be willing and enthusiastic in engaging with continuous professional development;
- To undertake any other duty as specified by the Senior Leadership Team not listed above;
- To be a key part of the life of the Turner Schools community, to support both the values, vision and ethos of Turner Schools and encourage pupils/students to follow this example.

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the line manager or the Senior Leadership Team 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.

Turner Schools will endeavour 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.

Acceptance:

I confirm that I have received and understand the job description, which is a supplement to the subject specific teaching job description, both of which may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title:

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....