



Job Description



Name:

Job Title: **Lettings Assistant**

Hours: **Casual hours**

Responsible to: Facilities Manager

Responsible for:

JOB PURPOSE

- To provide a customer service role for evening and weekend bookings at the school
- To act as a key holder, carrying out security procedures for the buildings and grounds. The routine and non-routine opening of premises and grounds.

KEY RESPONSIBILITIES

- To be responsible for the Health and Safety of the facilities during the lettings period, under the direction of the Premises Manager. This will include following the emergency and normal operating procedures at the school ensuring that customers comply with the above procedures, reporting any H&S or maintenance issues. Opening and closing of the school's facilities according to prescribed operational procedures, ensuring the security of the premises
- Meet and greet facility users, and to maintain high levels of customer care to all customers and hirers including acting as point of contact for any queries
- Ensure the equipment are put away and the facilities are left clean and tidy ready for school use.
- Maintain the security to the school by ensuring access to the facilities is only authorised by hirers.
- Supervise the vacation of the premises at the end of the hire period ensuring all lights are switched off all doors and windows are closed and any alarms are set.

General

- Such other duties relating to the use of the premises as may be necessary from time to time in accordance with established local practice or within the reasonable requirements of the Head teacher and Governing Body.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Head teacher to carry out appropriate duties within the context of the job, skills and grade.



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Health and Safety and Student Safeguarding

- Have due regard for the school Health and Safety policy and Safeguarding policy and any such issues particular to their subject
- Follow school procedures for reporting Health and Safety incidents or near misses
- Familiarise yourself with fire regulations and procedures
- Have due regard for student safety and report any concerns to the appropriate school body
- Complete relevant annual TKAT on-line training courses

Notes

- 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

Signed:

_____ Post Holder

_____ Line Manager

_____ Head of School

APPENDIX 1: Person Specification

| General heading | Detail | General Examples | Specific examples (where |
|--|--|------------------|---|
| Qualifications & Experience | Specific qualifications & experience | | Experience of caretaking and/or buildings maintenance/security is preferred |
| | Knowledge of relevant policies and procedures | | Knowledge of First Aid |
| | Literacy | | Good reading and writing skills |
| | Numeracy | | Good maths skills |
| | Technology | | Good knowledge of security systems |
| Communication | Written | | Ability to complete forms, write letters and reports |
| | Verbal | | Ability to exchange complex verbal information clearly |

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|------------------------------|---------------------------------------|--|--|
| | Languages | | Seek support to overcome communication barriers with children and adults |
| | Negotiating | | Ability to negotiate effectively to achieve best outcomes |
| Working with children | Behaviour Management | | Understand the school's behaviour management policy |
| | SEN | | Understand and support the differences in children and adults and respond appropriately |
| | Curriculum/School organisation | | Basic understanding of the learning experience provided by the school |
| | Child Development | | Basic understanding of the way in which children develop |
| | Health & Well being | | Understand and support the importance of physical and emotional wellbeing |
| Working with others | Working with partners | | Understand the role of others working in and with the school |
| | Relationships | | Ability to establish rapport and respectful and trusting relationships with others |
| | Team work | | Ability to make an distinctive contribution to the work of the work a team |
| | Information | | Contribute to the development and implementation of effective systems to share information |
| Responsibilities | Organisational skills | | Excellent organisational skills Ability to remain calm under pressure |
| | Line Management | | |
| | Time Management | | Ability to manage own time effectively |



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|----------------|--|--|--|
| | Creativity | | Demonstrate ability to resolve complex problems independently |
| General | Equalities | | Awareness of and commitment to equality |
| | Health & Safety | | Good understanding of Health & Safety |
| | Child Protection | | Understand and implement child protection procedures |
| | Confidentiality/Data Protection | | Understand procedures and legislation relating to confidentiality |
| | CPD | | Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance |