**POST TITLE:**  Lettings Assistants

**LOCATION/BASED:**  **Any Gosforth Group building**

**GRADE:**  N2

**RESPONSIBLE TO:** Facilities Manager

**CORE PURPOSE:** To provide a quality service through consistently high customer care, safety and to undertake general operational duties to enable the lettings facilities function smoothly.

**MAIN DUTIES & KEY RESPONSIBILITIES**

The following list is typical of the level of duties which the postholder could be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Provide the highest possible standards in relation to customer care, giving advice and support to users/customers throughout the facility including ensuring users/customers are guided to the right part of the facility they are to use and ensuring, where necessary individuals sign in and out of the facility.
2. Support the bookings process by taking bookings and payments for use of the facility, referring queries to the Lettings Coordinator.
3. Be familiar with the lettings that are booked on a daily basis.
4. Ensure facilities have been used booked are ready to use on time and are left appropriately by those using them.
5. Liaise with the Lettings Coordinator regarding usage and invoicing to ensure accurate invoices are raised.
6. Ensure accurate records are kept of facility usage.
7. Be familiar with and ensure up to date risk assessments are adhered to by users.
8. Maintain the highest possible standard of safety and behavior through alert supervision: dealing with any matters in the appropriate manner, including emergency assist and first aid.
9. Assist in maintain good security and, where possible, the prevention of vandalism through patrol of facilities, including ancillary areas.
10. Perform general operational duties, including setting out, erection and inspection of equipment and stowage of equipment, stores and materials.
11. Assist in the operation of sessions, special events and campaigns
12. Assist in the operation of technical aspects of the facility and to undertake minor maintenance and repairs, e.g replacing light bulbs, clearing blocked drains, reporting faults as necessary.
13. Check equipment after use and report any damage or other concerns to the Facilities Manager.
14. Carry out general administrative duties as directed.
15. Undertake cash handling as required
16. Undertake general maintenance/cleaning duties

**GENERAL RESPONSIBILITIES**

1. To promote and safeguard the welfare of children and young people you come into contact with.
2. Demonstrate the vision and values of the Trust in everyday work and practice.
3. Maintain a positive view of change and be prepared to adapt the role as the Trust grows, matures and evolves.
4. To develop and maintain effective relationships with staff, pupils, parents, Trustees, local Governors, local businesses, and stakeholders.
5. Attend out of hours events as reasonably required.
6. Take responsibility for your own continuing professional development.
7. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
8. Carry out duties in line with the Trust’s Policy on Equality and Diversity and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.

**OTHER**

The above duties are not exhaustive and you may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to you by the Trust.

It’s important that this document is kept up to date, so that everyone knows exactly what is expected of them and misunderstandings are avoided. This job description will be kept under review and may be amended via consultation with the individual and Trust as required. **PERSON SPECIFICATION**

**POST TITLE: Lettings Support Assistant**

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| --- | --- | --- |
| **SKILLS, KNOWLEDGE AND APTITUDES** | **ESSENTIAL** | **DESIRABLE** |
| Good customer service skills | ✓ |  |
| Organised and a good communicator | ✓ |  |
| Ability to deal with basic administration procedures | ✓ |  |
| Ability to work unsupervised in a busy environment for long periods | ✓ |  |
| Knowledge of lettings operations |  | ✓ |
| Good ICT skills, able to send emails and operate a booking system |  | **√** |
| Awareness of Health and Safety requirements with a sports environment |  | **√** |
| **QUALIFICATIONS AND TRAINING**  | **ESSENTIAL** | **DESIRABLE** |
| Good general education with English and Maths Grade C or above  | ✓ |  |
| First Aid at Work certificate |  | ✓ |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** |
| Experience of customer orientated working environment | ✓ |  |
| Experience of working in a school environment |  | ✓ |
| Experience of working in a sports or leisure environment |  | ✓ |
| Experience of sales |  | ✓ |
| Experience of cash handling |  | ✓ |
| Loneworking |  | ✓ |
|  |  |  |
| **PERSONAL QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
| Motivated individual  | ✓ |  |
| Able to work on own initiative or as part of a team | ✓ |  |
| Friendly, honest and trustworthy | ✓ |  |
| Able to plan own workload and meet deadlines | ✓ |  |
| Able to work under own initiative | ✓ |  |
| Ability to form and maintain appropriate relationships and personal boundaries with students | ✓ |  |
| An interest and commitment to the Gosforth Group |  | ✓ |
| Interest in sport and fitness |  | ✓ |
| **SPECIAL REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** |
| Willingness to work shifts including weekends and evenings | ✓ |  |
| Willingness to undertake further training (if necessary) | ✓ |  |
| Satisfactory Enhanced DBS clearance with a Childrens Barred List check. | ✓ |  |
| Medical clearance. | ✓ |  |
| Minimum of 2 references which are satisfactory to the Trust. | ✓ |  |
| Evidence of qualification certificates. | ✓ |  |
| Evidence of Right to work in the UK. | ✓ |  |
| Full UK driving license and access to a car during working hours. |  | ✓ |

***The Trust is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed.  The Trust is committed to safeguarding and promoting the welfare of children and young people and it expects staff and volunteers to share this commitment.***