

Job Description Lettings Assistant

Job Purpose	<p>To help deliver GDST Enterprises' aims and objectives by facilitating the out of hours letting of NHSG facilities.</p> <p>Working under the direction of the Enterprises Manager, to take responsibility for ensuring the safe and enjoyable use of the school's facilities out of school hours and for resetting and securing the premises at the end of the hire period.</p>
Accountable to:	Enterprises Manager
Accountable for:	No line management responsibility
Accountabilities	<ol style="list-style-type: none"> 1. Management of resources <ol style="list-style-type: none"> 1.1. Site security <ol style="list-style-type: none"> 1.1.1. Secure all points of entry and set intruder alarms outside school hours, checking for and reporting any identified faults or defects to entry control systems, locks and catches to external doors and windows immediately to the Maintenance Supervisor, adhering at all times to systems for the recording of keys and entry codes throughout the school sites 1.1.2. Be on-call overnight, on a rotational basis, after locking up to return to site to attend to alarm activations and to be included on a keyholder list provided to external monitoring companies for that purpose 1.1.3. Adhere to school policies with regards to vigilance for signs of actual or intended intruder and trespasser activity at all times. Undertake patrols of school premises regularly and as necessary to detect any such activity. 1.2. Maintenance of premises, plant & equipment <ol style="list-style-type: none"> 1.2.1. Regularly and routinely inspect all fitness suite and other lettings equipment and facilities for signs of wear and tear, possible failure etc and record and report findings as necessary 1.2.2. Undertake minor repairs and maintenance to fitness suite and other lettings equipment and facilities within what could be considered the capabilities of a competent handyperson. Liaise with the Enterprises Manager regarding repairs beyond the capability of the postholder and team.

	<p>1.2.3. Oversight of external contractors engaged on routine or <i>ad hoc</i> works on the fitness suite equipment, ensuring that the School and GDST policies and standards for safeguarding, health and safety and workmanship are maintained at all times.</p> <p>1.2.4. Undertake janitorial, cleaning, portering and equipment and premises setting tasks as necessary when other staff are not in attendance or are otherwise engaged, as required to ensure school premises are re-set for school use after the completion of each hire, as necessary.</p> <p>2. Maintenance of systems and data</p> <p>2.1. Review and update the SchoolHire lettings system, with relevant information relating to changes and/or issues to hires or lets during your shift, responding to new lettings enquiries received while on active duty</p> <p>3. Management and Teamwork</p> <p>3.1. Work within the Lettings Assistants Team, undertaking tasks and duties allocated by the Enterprises Manager as necessary to satisfy the needs of hirers and members</p> <p>3.2. Recording of all planned maintenance inspections and activities in the fitness suite</p> <p>3.3. Take personal pride in ensuring that the appearance and smooth running of the fitness suite, hires, events and conferences contribute to a positive image of the school and encourage and direct others as appropriate to do so.</p> <p>3.4. To work cooperatively with colleagues to achieve the aims and objectives of the post</p> <p>3.5. To participate positively in the implementation of new working methods and practices as required.</p> <p>3.6. To undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.</p> <p>4. Health and Safety</p> <p>4.1. Carry out site/facilities inductions with new hirers to ensure that they are familiar with specific site hazards and procedures in the event of fire and other emergency.</p>
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- 4.2. Review and be familiar with risk assessments, for own areas of work and those of hirers, members and their planned activities to ensure that they are familiar with and adhering to agreed safe working practices and understand the importance of complying with them.
- 4.3. Assist the Premises Manager to monitor the work of fitness suite maintenance contractors, to ensure that it is in accordance with specifications, health and safety requirements, and agreed arrangements for minimising disturbance to the school community and neighbours.
- 4.4. Assist the Premises Manager to monitor the activities of fitness suite members and facilities hirers, to ensure that it is in accordance with risk assessments, codes of conduct and good practice to satisfy health and safety and insurance requirements and agreed arrangements for minimising disturbance to the school community and neighbours.
- 4.5. Carry out procedures for regular inspection of all fitness suite equipment for signs of wear and tear, possible failure etc
- 4.6. Carry out fitness suite inductions and monitor members' use to ensure that they use the equipment responsibly
- 4.7. Ensure that fitness suite equipment is returned to its default location and setting at the end of each session
- 4.8. Ensure that all let spaces are returned to a safe and sanitary condition at the end of each hire
- 4.9. Manage the interfaces between back-to-back lets to ensure that adequate safeguards are in place to prevent adults and children and/or opposing genders sharing changing facilities
- 4.10. Carry out procedures in the event of fire, flood, breaking and entering, accident or major damage in accordance with school policy, ensuring that any event is logged and reported.
- 4.11. Ensure the school's waste management strategy and procedures are adhered to at all times
- 4.12. To ensure that any hazard to pupils, staff, hirers or visitors (e.g. broken glass, spilled liquids, bodily fluids on stairs, floors etc) is cleaned up immediately

	<p>4.13. To report any issues affecting Health & Safety on site to the Health & Safety Coordinator by the most appropriate means in the context of the circumstances</p> <p>4.14. Render emergency first aid as required.</p> <p>5. Communications and marketing</p> <p>5.1. Meet and greet hirers and potential hires for tours/inspections, facilities inductions etc providing a friendly, welcoming and professional reception to lettings customers and fitness suite members</p> <p>5.2. Where necessary, act as the event coordinator/guest liaison during hires to facilitate the smooth running of high value lets</p> <p>5.3. Communicate internally to minimise the impact of lettings activities on the school's core activities</p> <p>5.4. Build effective relationships and provide a courteous, friendly service to all stakeholders both internal and external. (e.g., pupils, parents, staff, contractors, GDST Estates Department, Governors, Hirers etc).</p> <p>5.5. Ensure high profile areas such as entrance gateways, drives, planting displays, entrance doorways and halls and main circulation areas (indoor and outdoor) are always returned to required condition/presentation after letting activities</p> <p>5.6. Upon request, assist with the preparation for and during school functions and events (e.g., open days, concerts, tours by visitors) ensure that the school is checked for tidiness, litter, overall presentation etc.</p> <p>5.7. To promote at all times to all school users' values of sustainability, efficient use of energy and responsible approaches to waste minimisation and recycling.</p> <p>6. Monitoring, evaluation & assessment</p> <p>6.1. Where services are provided by an external contractor (e.g., catering, cleaning, security, tech support etc), oversee safeguarding and H&S arrangements and procedures and monitor standards against specification and workmanship on a regular basis, reporting back to the Enterprises Manager as required.</p> <p>6.2. Regularly spot check contractors on site to ensure agreed method statements, policies and procedures are being adhered to and that no</p>
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	<p>obvious H&S risks are evident on a day-to-day basis (within own knowledge and experience).</p> <p>7. General</p> <p>The postholder may be required to carry out <i>ad hoc</i> other duties within their level of competence from time to time, not limited to but including:</p> <p>7.1. Portage of goods, furniture, equipment, cash and other items including errands on behalf of the school</p> <p>7.2. Erection and dismantling, conveyance and storage of school or hirers' equipment</p> <p>7.3. Waiter services, bar service, cash register operations</p> <p>7.4. Cleaning and janitorial duties</p> <p>7.5. Reasonable other duties as requested by the Premises Manager to cover the continuing operation of the School</p> <p>8. Training & development of self and others</p> <p>8.1. Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.</p> <p>8.2. Ensure that training needs within the services for which responsible are identified, appropriately met, and that all members of staff are active in their own personal and work-related development.</p>
<p>General requirements</p>	<p>All school staff are expected to:</p> <ul style="list-style-type: none"> a. Work towards and support the school's vision and current objectives outlined in the School Development Plan, contributing to the school's long-term success and reputation. b. Support and contribute to the school's financial sustainability and efficiency by seeking value for money in all school activities and decisions. c. Positively advocate for the school, actively contributing to the school's marketing efforts and public relations by promoting its values, strengths, and achievements and participating in events and activities aimed at pupil recruitment and retention.

	<ul style="list-style-type: none"> d. Contribute to the school’s programme of co and extra-curricular, enrichment, partnership and outreach activities, enriching the pupil experience beyond the classroom. e. Support and contribute to the school’s responsibility for safeguarding pupils, promoting their welfare and protection in all aspects of school life and being vigilant for indicators of harm, actual or potential, outside of school and reporting concerns as necessary, in accordance with the school’s safeguarding policies. f. Work within the school and GDST’s health and safety policies to ensure a safe working environment for all staff, pupils, and visitors. g. Work within the school and GDST’s diversity and inclusion policies, promoting equality of opportunity for all pupils and staff - current and prospective. h. Abide by the school and GDST’s data protection and cyber security policies to preserve the security and integrity of personal and corporate data and systems. i. Support the school and GDST’s commitment to sustainability, actively working towards environmental goals and promoting sustainable practices in school operations. j. Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with pupils, parents, colleagues and the wider community. k. Engage actively in the performance review process and take advantage of appropriate training and development opportunities to improve skills and performance. l. Adhere to policies as set out by the GDST and the school. m. Undertake other reasonable duties related to the job purpose as required from time to time.
<p>Review and Amendment</p>	<p>This job description should be seen as enabling rather than restrictive and will be subject to regular review.</p>

Person Specification

Skills Required

Ability to work effectively both in collaboration with other professionals/teams and also on own initiative	Essential
Excellent interpersonal skills, particularly in customer facing capacity	Essential
Sufficient IT skills to review and use the SchoolHire online bookings platform, other school data systems and standard office applications and communications technologies	Essential
Physically fit and active	Essential
Fitness or sports coaching skills	Desirable
Ability to undertake and write risk assessments	Desirable

Knowledge Base

Knowledge of relevant health and safety requirements	Desirable
Knowledge of cleaning techniques and processes	Desirable
Knowledge of security and emergency procedures	Desirable
Understanding of safeguarding policies and procedures	Desirable

Qualifications/Attainment

	Level	
Up to date First Aid at Work Qualification (or willing to train)	Any	Essential
Caretaking qualification	Any	Desirable
Fitness or sports coaching qualification	Any	Desirable

Experience

Experience of premises management	Desirable
Experience of security related work	Desirable
Experience of customer facing roles	Desirable
Experience of working in a fitness suite	Desirable

Attitude/approach

Interest in sports provision and delivery/maintenance of high-quality facilities	Desirable
Honesty and integrity	Essential
Professional and approachable attitude	Essential
Willingness to learn new skills	Essential
Self-motivated with a positive 'can do' approach to work	Essential
Reliable	Essential
Well presented	Essential
Flexible over working hours according to the needs of the school	Essential