

Faculty/Department	5 Dimensions Trust- Central Services
Job Title:	Lettings and Community Officer
Grade:	5DT Grade 5
Post Purpose:	<p>To develop community connections by positioning the schools as a welcoming hub that brings people together through collaboration, shared learning, and local engagement.</p> <p>To manage and promote the use of the Trust's facilities by external organisations and community groups, ensuring all lettings are efficiently scheduled, safely delivered and provide an excellent customer experience. The role focuses on income generation while maintaining compliance.</p>
Accountable to:	Governance and Operations Manager
Duties, Responsibilities and Key Tasks:	<ul style="list-style-type: none"> Take overall responsibility for the coordination and delivery of lettings across all 5 Dimensions Trust schools, ensuring efficient scheduling and smooth operations. Take the lead on maximising lettings revenue by proactively promoting Trust facilities, identifying new opportunities, and developing strategies that align with income targets. Support with income generation opportunities for the Trust. Review and manage hire rates and terms, ensuring they remain competitive while maintaining profitability and compliance with Trust policies. Build and maintain strong relationships with local community groups, sports clubs, and other potential hirers to increase facility usage and income. Manage the contract the administration of School Hire, including agreements, documentation, and adherence to Trust policies and safeguarding requirements. Monitor payments and liaise with the Finance Department to ensure timely invoicing, reporting and analysis. Provide a professional, responsive, and customer-focused experience for all hirers. Ensure safeguarding, health and safety, and site security procedures are followed at all times. Lead the Lettings network and strategy. Play an active role in steering groups for projects which provide funding and/or income generation opportunities.
Routine Tasks	<ul style="list-style-type: none"> Respond promptly to lettings enquiries, providing clear information on availability, pricing, and terms. Liaise with office/ site teams to ensure facilities are prepared, safe, and ready for use. Work with staff responsible for communications and marketing to ensure promotion of facilities.
General	<ul style="list-style-type: none"> To be aware of the Trust's duty of care in relation to staff, students and visitors and to always comply with the health and safety policy. Some working flexibility will be required to meet the demands of this post.

	<ul style="list-style-type: none">• To establish and maintain positive, constructive, and professional working relationships with staff, visitors, students, parents, and other professionals of the Trust.• To be aware of and comply with the codes of conduct, regulations and policies of the Trust and its commitment to Equality, Diversity and Inclusion. Act in a courteous way at all times in communications with both colleagues and all stakeholders.• To contribute to whole School and Trust events as and when required.• To develop self within the post, undertaking training/appraisal as appropriate to ensure that relevant knowledge and skills are updated to support the development of the school.• To carry out any other reasonable duties or requests of your Line Manager and/or Head of School, that are in keeping with this post or as may be determined from time to time by the Operations Manager, Head of School or CEO.
--	---

This job description reflects the principal accountabilities of the post holder and identifies the level of responsibility as which they will be required to work. In the interests of effective working, the major tasks may be reviewed on an annual basis to reflect changing business needs and circumstances. Such reviews, and any consequential changes, will be carried out in conjunction with the post holder. It does not form part of your contract of employment.

The 5 Dimensions Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. All posts are defined as Regulated Activity and therefore this post is subject to an Enhanced DBS.

PERSON SPECIFICATION

ATTRIBUTE	Essential (E) or Desirable (D)	Assessment
Qualifications		
GCSE Maths & English A*-C (or equivalent)	E	A
Demonstrate literacy and numeracy competence through proven experience or academic qualification	D	A/I
Knowledge and experience		
Proven experience in managing lettings or facilities operations	E	A/I
Experience of working in an education or community setting in a customer focussed role	E	A/I
Experience of income generation and/or promoting services	D	A/I
Skills		
Strong organisational skills with ability to prioritise and manage multiple bookings	E	A/I
Excellent IT skills, including Microsoft office, Teams, etc		
Ability to build strong relationships with community partners and stakeholders	E	A/I
Ability to communicate with a variety of staff at different levels	E	A/I
Ability to work independently and to use initiative	E	A/I
Highly organised, able to prioritise the work of the team	E	I
Highly organised with good organisational skills.	E	I
Ability to work at pace with Meticulous attention to detail and compliance with GDPR.	E	A/I
Personal attributes		
Flexible approach to working	E	I
Demonstrate and adhere to 5 Dimensions core values	E	I
Adhere to GDPR guidelines and the Trust's internal procedures	E	I
Adhere to the Trust's Safeguarding and Prevent policy	E	I
Adhere to Health and Safety Policy	E	I
Commitment to own professional development	E	I/A
Commitment to keeping abreast of COSHH/health and safety legislation	E	I
Commitment to equality and diversity in the workplace	E	I

A = Application

I = Interview

T = Task/Activity

R = References

I confirm that I have received a copy of the above job description for this role.

.....

Date

Signature