



# INFORMATION PACK

## Lettings Manager

Thank you for your interest in The Swan School, part of the River Learning Trust.

The Swan became Oxford's first completely new secondary school for over 50 years when it opened in September 2019.

When full, we will have approximately 1,200 students on roll, of whom around 300 will be in the Sixth Form. Our students are drawn from a local catchment area and the school will be at the heart of the community. Learning from the most successful approaches at the best schools, The Swan School provides a uniquely challenging and structured experience in a caring and disciplined environment.

The ethos is academic; we regard an excellent academic education as the entitlement of all young people, no matter what their background or previous experiences of learning. Our students are inspired and nurtured, acquiring the knowledge and skills to think critically and creatively.

They learn to be confident, resilient



and ambitious, and have high expectations in terms of their own achievements and their contribution to wider society.

To achieve these aims we draw on best practices proven elsewhere, including a longer school day and enrichment activities embedded in the curriculum.

Students read and are read to and we expect all students to work to the best of their abilities and have excellent attendance and behaviour. If you have any questions or would like to speak to someone about this post, please contact our school office via [office@theswanschool.org.uk](mailto:office@theswanschool.org.uk) or on 01865 416 070.

We very much look forward to hearing from you.

*Emily Harris and Matthew Larminie,  
Acting Headteachers.*





## **A Unique Curriculum**

The curriculum at The Swan School is tailored to provide a rigorous academic education. We have the highest expectations of what students can learn and encourage them to learn quickly and securely, while being considerate of different starting points. We know that giving all young people access to knowledge through which they can be successful promotes social justice and ensures students have a full range of opportunities open to them.

The subjects taught are broadly traditional, but all students are motivated to stretch themselves beyond what is normally expected in English, mathematics, sciences, a modern foreign language, history, geography and religious education. Alongside this, and seen as of equal value, is their learning in art, design and technology, and music, in which they are taught to both appreciate the achievements of others and to develop their own creative abilities. In all subjects, the emphasis is on expertly-designed learning with high levels of structure.

There is absolute clarity for all on what students are expected to know and do at each point. No time is spent on tasks that don't move students on. This is also evident in the provision of independent work – some of which is completed during supervised study periods, and some at home. This is purposeful, clear and useful, normally involving practice or learning by heart of material taught in lessons.



## **Electives**

Our longer day also means time for 'electives' every week. Electives are timetabled slots in which students choose from a range of enriching activities alongside the main curriculum. Currently these include specialised sport, music, drama, additional languages and volunteering.

Electives are a chance for students to explore existing passions and discover new ones.

They are a compulsory part of school life so that enrichment is an entitlement for all, not an optional extra for a few.

Everyone at The Swan School works hard, guided by the belief that, through effort and dedication, wonderful things can happen. Students are expected to show commitment, self-discipline and responsibility in their studies.

As a result, they produce work of the highest quality and learn to achieve more than they ever believed possible.

### **Co-curricular Activities**

Students at The Swan School are able to access a wide range of activities outside the curriculum, helping them to develop confidence, curiosity and resilience, and ensure their development into well-rounded young people.

Students will be active participants in the school, local community and beyond. They learn consideration and kindness, and contribute to society. Swan students have 40 minutes of tutor time every day where we focus on their personal and social development.

Tutors and co-tutors guide their tutees through a centrally planned 'pastoral curriculum' that includes PHSCE topics, values-based activities, and opportunities to debate topical issues in 'Thought for the Week'.

Tutor time also includes 'guided reading' where tutors read to their tutees for 20 minutes to help develop their literacy, love of reading, and cultural capital.

### **Support and Inclusivity**

The Swan School is an inclusive school, where all students learn well, no matter what their previous experiences of learning, background or circumstances.

Our experience in schools confirms that all young people can learn challenging content. Therefore, our approach to teaching students with SEND or other barriers to learning is to ensure that classroom delivery and organisation is of the highest standard, and to intervene immediately when evidence shows that a student is falling behind.

If a student demonstrates lower than expected levels of literacy or numeracy in the early years, intensive teaching will be provided to ensure that this is, where possible, remedied. An outstanding learning support team and the extra-flexibility provided by the extended day allow us to make sure that no student falls behind or does not make good progress. Good schools do not give up on students.

### **Family Lunch**

Students and staff sit and eat together every day to promote healthy eating, caring for others, maturity and conversation skills. This communal approach helps all our students to learn good habits, consideration for others, and also how to engage in discussions with confidence. Breakfast and healthy snacks at break are also available.



# RIVER LEARNING TRUST

The Swan School is part of River Learning Trust (RLT), a multi-academy trust responsible for primary and secondary schools and a school-centred initial teacher training provider across Oxfordshire, Berkshire and Wiltshire.

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## OUR VISION

Education has the power to change lives, communities and society for the better.

At the River Learning Trust we believe that we can achieve more for our pupils, trainees, staff and communities by working together rather than alone.

All of the schools in the River Learning Trust are united by a common belief in the benefits of working together, and by our commitment to our shared principles. Our vision is for our schools and SCITT to improve rapidly, continuously and sustainably: to be better faster together.

Our 'Why?' is that children and young people 'only get one go' in school and our schools should improve faster and be better as part of RLT to ensure the best possible 'go' for our pupils.

Our 'How' is through the highest possible support and challenge for our schools and each other, underpinned by our three principles. We use the principles of 'aligned autonomy' to empower colleagues in schools to perform well; we rarely direct from the centre but rather support leaders and other colleagues to do their work exceptionally well in their own context.

The schools and SCITT are united by their commitment to the principles of the trust and a common belief in the benefits of everything that is gained by working together.

## WHAT MATTERS TO US

The River Learning Trust is a community of children, young people and adults with shared principles.

These principles are:

- Commitment to Excellence; striving for the best educational experience through continuous improvement.
- Everyone Learning; creating and taking opportunities that enhance lives through evidence-based practice supporting adult and pupil learning.
- Respectful Relationships; acting with care, integrity, and fairness in all we do.

## THE POWER OF PEOPLE

High-performing organisations have the right organisational culture, effective processes and well-trained, motivated colleagues in the right roles.

We focus a great deal on people and the importance of continuous professional learning and development.



# THE TRUST'S SCHOOLS

We currently educate around 14,500 pupils and have around 2,000 colleagues working in the trust. The SCITT trains around 110 trainees across some 40 schools in Oxfordshire, Berkshire and Wiltshire.

## SECONDARY SCHOOLS

Cheney School  
Chipping Norton School  
Gillotts Secondary School  
Gosford Hill School  
Kingsdown School  
The Cherwell School  
The Marlborough CofE School  
The Oxford Academy  
The Swan School  
Wheatley Park School

## PRIMARY SCHOOLS

Barton Park Primary School  
Bayards Hill Primary School  
Beckley CofE Primary School  
Charlbury Primary School  
Cutteslowe Primary School  
Edith Moorhouse Primary School  
Edwards Field Primary School  
Garsington CofE Primary School

Horspath CofE Primary School  
Larkrise Primary School  
Madley Brook Primary School  
Middle Barton Primary School  
New Marston Primary School  
Rose Hill Primary School  
Sandhills Primary School  
Seven Fields Primary School  
Tower Hill Primary School  
Witney Community Primary School  
Windrush CofE Primary School  
Wolvercote Primary School

**SCITT**  
OTT

## TEACHER SCHOOL HUB

Oxfordshire Teaching School Hub



# JOB DESCRIPTION

## Title of Post:

Lettings Manager

## Contract Terms:

Permanent

## Grade: 8

## Accountable to:

School Business Manager

### PURPOSE OF THE POST

The Swan School is seeking a Lettings Manager to join our friendly Operations Team. The primary purpose of this role is to be responsible for the smooth running and management of all internal and external lettings, working predominantly in the evenings from 4pm and some hours during weekends.

The successful candidate will build strong relationships within the local community, promoting the hire and use of school facilities (including sports facilities, hall, canteen, outdoor pitches, and classrooms) and generating additional income for the school.

The manager will flexibly manage their working hours around booking commitments and staffing, and will lead a team of Lettings Assistants to ensure external customers (such as local clubs, sports teams, groups, and holiday camps) have appropriate access to the school premises during term-time evenings, weekends, and school holidays.

### MAIN RESPONSIBILITIES

#### Marketing & Sales

- Identify potential new customers and build strong relationships with them.
- Negotiate and agree competitive rates and terms and conditions.

#### Bookings & Administration

- Ensure that all hirers of the school's facilities have signed the Lettings Agreement and submitted all necessary documentation in line with the Swan lettings policy before the lettings commences.
- Manage and maintain bookings software, including setting up new customers, assisting and supporting customers accessing the booking software.
- Being the point of contact with the software provider.
- Manage the lettings calendar on the bookings software, ensuring efficient scheduling of facilities.
- Maintain accurate records of lettings and financial information on the bookings software.
- Monitor payment of lettings fees, send reminders to customers whose accounts are overdue and notify the Finance Department.
- Provide monthly reports to the Finance Department.

#### Line Management

- Line management responsibility for the on-site Lettings Assistants.
- Schedule the Lettings Assistants to ensure that lettings are managed efficiently i.e. available to open and close the school facilities at the appropriate time.
- Arrange cover when necessary.
- Sign-off timesheets for Lettings Assistants.

#### Facilities Management

- Liaise with the Premises Team to ensure issues with the facilities are dealt with promptly.
- When necessary, arrange additional cleaning during and after lettings to ensure that the school is in a suitable condition for use.
- Ensure Lettings Assistants are briefed on any additional requirements such as moving furniture and light cleaning.
- Manage any necessary changes to letting arrangements on occasions when the needs of the school take precedence, this may include cancellations to accommodate necessary site maintenance.
- Liaise with the Exams Officer and Premises Manager about planned exams and assessments to agree which lettings can continue during the exams season.
- Ensure that the Letting Assistants are notified of any changes or booking requirements i.e. the movement of furniture.

#### Customer Service & Management

- Provide excellent customer service to all hirers.
- Manage potential booking enquiries and customer communication appropriately.
- Build strong relationships with the local community, promoting the hire and use of school facilities.
- Resolve any issues which may arise appropriately and efficiently.

#### General responsibilities as part of the Trust

- Provide high quality support as part of a committed and flexible team;
- At all times act in accordance with agreed local and national policies and procedures;
- Contribute to the overall ethos/work/aims of River Learning Trust;
- Appreciate and support the role of other professionals;
- Attend and participate in relevant meetings as required;
- Participate in the school's Appraisal process; training and other learning activities to support performance development as required;
- Carry out other duties as required from time to time by Line Manager;
- Follow the Trust's Health and Safety rules and procedures and adhere to safeguarding principles.

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.

#### Safeguarding Statement to be included in all job descriptions

*The River Learning Trust and its community of schools are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.*

# PERSON SPECIFICATION

## CRITERIA

## QUALITIES - Essential

## QUALITIES - Desirable

### Education & Training

- GCSE or Equivalent in Maths and English, or relevant work experience

- A level and above
- Formal qualification (e.g., NVQ, relevant certificate) in Business, Marketing, Customer Service, or Leisure Management.

### Experience

- Proven experience in a customer-facing role requiring strong service and communication skills.
- Experience in managing administrative tasks, including record-keeping, scheduling, and using digital systems.
- Experience of line managing or supervising a small team, including scheduling/rostering staff.
- Experience in problem-solving and resolving issues efficiently and appropriately.

- Experience working in a school or leisure facility environment.
- Proven track record in sales or marketing, specifically identifying new clients and building strong relationships.
- Experience in managing financial information (e.g., monitoring payments, debt chasing, producing financial reports).

### Relevant Skills/Aptitudes

- Excellent communication and interpersonal skills to build relationships with customers and the local community.
- Strong organisational and time management skills to manage the lettings calendar and staff schedules efficiently.
- Ability to use and maintain bookings software and digital scheduling systems.
- High level of attention to detail for administering agreements, documentation, and financial records.
- Ability to work flexibly and manage time autonomously around booking commitments (e.g., evenings and weekends).
- Ability to lead and brief a team of Lettings Assistants effectively.

- Proficiency in using Microsoft Excel or other spreadsheet software for reporting.
- Negotiation skills to agree competitive rates and terms and conditions.



# PERSON SPECIFICATION

## CRITERIA

## QUALITIES - Essential

## QUALITIES - Desirable

Special Requirements

- Manual Handling - The ability and willingness to lift/carry reasonable objects such as chairs, sports apparatus using appropriate methods and aids where necessary
- Availability to work predominantly in the evenings from 4 pm and some hours during weekends, as required by the booking schedule.
- A commitment to the safeguarding of students and following Trust Health and Safety procedures.
- A flexible approach to working hours and duties, as required by the Line Manager.



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[www.theswanschool.org.uk](http://www.theswanschool.org.uk)