

Part A - Grade & Structure Information

Job Family Code	60S	Role Title	Lettings Coordinator (Estates)
Grade	P6	Reports to (role title)	Estates Compliance Officer
JE Band	192-227	School	The Howard Partnership Trust
		Date Role Profile created	November 2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. THPT reserves the right to review and amend the job families on a regular basis.

Role Purpose

including key outputs

To maintain the staffing and operation of the Effingham Community Sports Centre and other school facilities. To liaise with community users, staff and the Site Manager to ensure the optimum and efficient use of those facilities outside the normal school day, in accordance with the THPT Lettings Policy.

Main duties:

- Manage bookings, ensuring they are fully resourced in terms of equipment and staffing, while having regard to the requirements of the hirer, ensuring booking forms, Public Liability, Terms & Conditions and any other documentation is up to date
- Marketing the school facilities to increase customer demand, including holiday clubs, and revenue to the school
- Interpret the school calendar and liaise with the Site Manager and other school staff to anticipate internal letting requirements e.g. exams, open evenings and other events
- Liaise with the Finance Team to ensure hirers pay on time, follow up aged debt, raise credits where appropriate for changes to bookings etc.
- Ensure appropriate levels of staffing for all hires, including those at some other local THPT schools, liaising with the Community Assistants, organising staff rotas, training and supervision, pay claims and recruitment. Evening and weekend availability will be required as an emergency point of contact

	<p>and to provide support for the Community Assistants by telephone or text.</p> <ul style="list-style-type: none"> • Manage day to day issues, checking facilities are in good working order and liaising with the Estates team reporting any damage or maintenance issues. • During school holidays, be a point of contact for hirers and Community Assistants at other THPT schools for enquiries or emergencies. Monitoring the THPT Lettings central email inbox. • Any other administrative duties pertinent to the role.
THPT Work Context and Generic Responsibilities	<p>Maintain confidentiality in and outside of the workplace. Be pro-active in matters relating to health and safety and report accidents as required. Support aims and ethos of the school setting a good example in terms of dress, behaviour, punctuality and behaviour, punctuality and attendance. Uphold and support the School's Policies and procedures on the Safeguarding of young people.</p>
Line management responsibility if applicable	To manage the Community Centre Assistants/Sports Centre Assistants
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p><u>Planning & Organising</u></p> <ul style="list-style-type: none"> • Assist with the delivery of relevant schemes. • Support more senior officers to deliver initiatives and projects as required. • Deliver a range of operational services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p><u>Policy and Compliance</u></p> <ul style="list-style-type: none"> • Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements. <p><u>People & Partnerships</u></p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. • May be required to assist in the recruitment, selection and supervision processes, or appointment of contractors, to ensure high standards of team delivery. <p><u>Resources</u></p> <ul style="list-style-type: none"> • May be required to raise invoices and manage payments. <p><u>Analysis, Reporting & Documentation</u></p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical and other report and run and present standard reports.

	<ul style="list-style-type: none"> • Assist with regular assessment of performance of schemes and initiatives through the use of feedback, surveys and management information. • Prepare and despatch a range of correspondence/documents connected with the defined area of activity. <p><u>Duties for all</u></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • An understanding of Health and Safety requirements. • Good written and oral communication skills with the ability to build sound relationships with customers. • Some posts require a technical qualification related to the role. • Ability to work with others to improve customer service. • Good administrative, analytical and organisational skills. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • Ability to guide and support less experienced or more junior colleagues. • Typically, previous relevant work experience in a similar service environment supporting staff and/or public. • Some roles may require work out of office hours and physical effort.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).</p> <p>THPT is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>
Role Summary	<p>Roles at this level typically provide a practical support service as part of a specific service or service team. They will carry out a range of practical tasks using knowledge of general site routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism. They may be involved in guiding/supervising the work of more junior staff.</p>