

Lettings & Community Officer

Job Description

Post: Lettings & Community Officer

Grade: 8

Responsible to: Estates Lead

Responsible for: Lettings Assistants

Key Working Relationships: Chief Operating Officer, Headteachers, Estate Lead, Site Teams, Finance Team, Exam Teams, External Hirers, Contractors

Purpose of the Job

To lead and manage the Trust's lettings provision across the two secondary schools within the Trust (Didcot Girl's and St Birinus School), ensuring a high-quality, safe, and customer-focused service. The role is responsible for maximising income generation, maintaining compliance with safeguarding and health and safety requirements, and ensuring that school facilities are utilised effectively outside of core school hours for community use.

Key Responsibilities

- Lead and manage all aspects of the lettings provision, including enquiries, bookings, contracts, and invoicing.
- Act as the main point of contact for all external hirers, ensuring a professional and responsive service.
- Develop and implement a lettings strategy to maximise income and utilisation of facilities.
- Ensure all lettings comply with safeguarding, health and safety, safeguarding and statutory requirements.
- Work closely with school leaders and site teams to ensure sites are prepared, secure, and operational for lettings.
- Oversee lettings-related income, monitor performance, and provide regular financial and operational reports.
- Manage lettings staff, including recruitment, training, rotas, and performance management.
- Promote school facilities and identify new business opportunities to increase lettings income.
- Develop standardised processes, policies, and documentation to ensure consistency across the Trust.
- Liaise with finance team and external bookings provider to ensure accurate billing, debt management, and financial controls.
- Monitor customer satisfaction and respond to feedback to continually improve the service.

- Ensure appropriate supervision, cleaning, and maintenance arrangements are in place during lettings activities.

General Responsibilities

- To contribute to Trust-wide operational planning and meetings as required.
- To maintain up-to-date knowledge of relevant legislation and best practice relating to lettings and site use.
- To ensure all safeguarding policies and procedures are adhered to at all times.

The postholder will also undertake such other reasonable duties and activities as may be required from time to time as requested by the Chief Executive Officer, Chief Operating Officer, Estate Lead or Headteachers.

This job description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Some of the above responsibilities may be achieved through effective delegation and supervision of the day-to-day tasks involved.

Working Time

This post is for 20 hours per week, all year round. The proposed working pattern is Monday to Friday, comprising four days per week working between 4:00pm and 8:00pm, and one day per week working between 10:30am and 2:30pm. This working pattern is negotiable.

The postholder will also be required to be on-call during lettings activity to respond to any emergencies. This will cover periods up to 9:30pm on weekdays, and between 8:30am and 9:30pm on weekends and bank holidays. Where attendance on site is required during these times, appropriate additional payment or time off in lieu will be provided.

Place of Work

The postholder will be required to work across both **Didcot Girls' School and St Birinus School sites**. The role will involve regular movement between the two locations, and the postholder must therefore be able to travel between sites as required.

Disclosure Level

An enhanced DBS check will be required for this post.

Person Specification

Education and Experience

Essential:

- Experience in facilities, lettings, or operational management roles.
- Experience of managing customer-facing services.
- Experience of financial administration and income monitoring.
- Experience of managing or supervising staff.

Desirable

- Experience of working in an educational establishment

Skills and Knowledge

Essential:

- Strong organisational and time management skills.
- Excellent communication and interpersonal skills.
- Ability to manage multiple priorities and work under pressure.
- Solution-focused, excellent problem solver and clear communicator
- Ability to lead and manage a team so team members feel supported and motivated in their work
- Excellent numeracy and literacy skills
- Computer literacy

Desirable:

- Good understanding of safeguarding and health and safety in a school environment.
- Marketing experience