

## **Job Description – Lettings Assistant**

**Reports to:** Facilities Manager

### **Purpose of the post:**

To support the smooth operation of out of hours lettings at Denefield. To offer a warm welcome and excellent customer service to external hirers. To undertake a range of duties to maintain a clean, healthy and safe and welcoming environment for out-of-hours users of the school buildings and grounds. To contribute to the work of the wider premises team.

### **Core Responsibilities**

- To support external users of the facilities – ensuring a warm welcome, and a prompt response to any issues/questions raised.
- To prepare and clear rooms and equipment for lettings and other external users of the school facilities
- To support changeover of spaces between hirers and uses.
- To ensure that facilities are used in accordance with agreed bookings made, and to raise any concerns about facilities misuse with the Facilities Manager and/or Operations Manager.
- To manage the security of the site, including locking up and setting the alarm at the end of the day.
- To ensure that all those spaces used outside of school hours are cleared ready for the next school morning, so that they can be used by students.
- To carry out a variety of premises and lettings related tasks, as directed by the Facilities Manager, whilst remaining “on-call” for Lettings.
- To ensure spaces are cleared and tidied between lettings, as required.

### **Security**

- To act as one of the registered key holders for Denefield and take responsibility for unlocking the site at the beginning of the day and securing the school site at the end of the day.
- To act in accordance with protocols agreed with the Facilities Manager to report any concerns promptly.

### **Additional responsibilities**

- Maintain all logs and appropriate records and actions in accordance with procedures.
- Respond in a courteous manner to enquiries from hirers / potential hirers and feed enquiries back to the Facilities Manager.
- Actively participate in any appropriate training when required.

### **Whole school responsibilities**

- Supporting the school’s CHARACTER values, ethos and policies, and to ensure that school policies are applied correctly and consistently by all members of your team.
- Responding to all requests for information by the Senior Leadership Team and your line manager, and others, in a timely manner.
- Develop and maintain positive relationships with parents, staff and the wider community.
- Undertaking any other reasonable duties as determined by the SLT, line manager or Headteacher.

Denefield School is committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment.

This job description details responsibilities but is not prescriptive and does not direct any particular priorities or amount of time to be spent carrying out the duties. It is not necessarily a comprehensive definition of the post. This job description may be subject to amendment in order to meet the changing needs of the school, following appropriate consultation.

This job description has been agreed by both the post holder and the line manager and will be reviewed annually as part of the appraisal process.

Post holder's signature:			
Name:		Date:	
Line manager's signature:			
Name:		Date:	