



Kenilworth Multi Academy Trust

Aspiring to Excellence through Quality, Ambition and Independence



JOB DESCRIPTION

Job Title:	Leisure & Lettings Co-ordinator
Salary Grade:	(Grade: F, points 7-10)
Hours/Weeks	27 hours per week, 52 weeks per year – evenings and weekends
Location:	Any sites associated with the Trust
Line Manager:	KMAT Leisure & Lettings Manager
Tenure:	Permanent

KEY PUPOSE:

The postholder will support the effective delivery of Leisure & Lettings co-ordination, by being responsible for the accurate and timely entry of bookings and reception / admin activities.

ACCOUNTABILITIES

The appointee will be line managed by the KMAT Leisure & Lettings Manager. The appointee will have no direct line management responsibility.

PRINCIPLE RESPONSIBILITIES:

Working as part of this important team you will be required to carry out the following duties:

1. Reception & Bookings
2. Support the Leisure & Lettings Manager with all aspects of admin
3. First point of contact for customer enquires
4. Conduct debt recovery process on cancelled bookings and gym memberships
5. Support the Leisure & Lettings Manager with the day to day running of the online booking system and email inboxes
6. Conduct site show rounds
7. General administrative duties: cleaning and general office up keep duties
8. Liaise with the bank directly for daily cancelation information and process accordingly
9. Oversee the membership DD run collection process.
10. Work closely with the finance department in relation to aspects of membership income.
11. Review accuracy of systems data to ensure errors are reduced to a minimum

CORPORATE RESPONSIBILITIES:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust.
- To comply with all reasonable management requests.

OTHER:

Working in collaboration with the Trust Central Team and all Trust staff as appropriate.

- Covering for absent colleagues and undertaking other duties commensurate with the grade.
- Willingness to travel to any Academy within the Trust as required.
- Maintaining knowledge and skills in appropriate technology and undertake any training as necessary.
- Safeguarding and promoting the welfare of children of whom you come into contact with.

SUPPORTING THE WORK OF THE MULTI ACADEMY TRUST

As part of the Kenilworth Multi Academy Trust the Leisure & Lettings Co-Ordinator will be expected to develop and maintain strong, positive relationships with colleagues in the Trust, and within the family of Trust academies.

SAFEGUARDING CHILDREN AND SAFER RECRUITMENT

This trust is committed to safeguarding and promoting the welfare of children and young people as required under the Education Act 2002 and expects all staff and volunteers to share this commitment. The post is subject to enhanced DBS disclosure, prohibition and disqualification checks.

ADDITIONAL DETAILS

Whilst every effort has been made to explain the main duties and responsibilities for the post, each individual task undertaken may not be identified. Staff 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. This job description will be reviewed annually and the trust reserves the right to alter the content of this job description, after consultation with the post-holder, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

SignedDate.....

(Post-holder)

Signed.....Date.....

(Line Manager)

Person Specification

Personal Qualities, Qualifications and Experience		Measured By				
		Essential	Desirable	Application	Interview Process	References
Qualifications and Training						
1	Right to work in the UK	✓		✓		
2	GCSE Grade C or above or equivalent in Maths & English	✓		✓		
Professional Experience and Knowledge						
1	Previous customer service experience	✓		✓	✓	
2	Experience in a similar role		✓	✓	✓	
3	Ability to deal with suppliers on the phone	✓		✓	✓	
4	Technically competent (Network, Office 365, Share Point etc)	✓		✓	✓	
5	Excellent verbal and written communication skills	✓		✓	✓	
6	Good working knowledge and experience of using ICT; Word, Excel and relevant software	✓		✓	✓	
7	Understands and demonstrates the importance of confidentiality and discretion	✓		✓	✓	
8	Experience of managing priorities in a pressurised environment whilst meeting agreed deadlines/timescales	✓		✓	✓	
9	Experience of building and maintaining effective working relationships	✓		✓	✓	
10	Has an understanding and knowledge of safeguarding and promoting the welfare of children	✓		✓	✓	
Skills and Abilities						
1	Excellent communication and presentation skills both verbal and in writing	✓		✓	✓	
2	Commitment to team and strong team player	✓		✓	✓	
3	Excellent organizational skills and ability to work with a high degree of accuracy, with meticulous attention to detail	✓		✓	✓	
5	Works productively in a high-pressure environment. Managing conflicting priorities	✓		✓	✓	
6	Works in a systematic, methodical and orderly way	✓		✓	✓	
7	Follows procedures and policies	✓		✓	✓	
8	Detail orientated and able to take ownership of tasks and work with minimal supervision	✓		✓	✓	
9	Possesses effective problem-solving skills	✓		✓	✓	
Personal Qualities						
1	Maintains confidentiality and discretion	✓		✓	✓	
2	Adapts to the team and helps to build team spirit	✓		✓	✓	
3	Maintains a positive outlook at work	✓		✓	✓	
4	Has a flexible and enthusiastic approach	✓		✓	✓	
5	Focuses on customer needs and satisfaction	✓		✓	✓	
6	Achieves high standards for quality and quantity	✓		✓	✓	

7	Motivated to continually improve standards and achieve excellence above norms	✓		✓	✓	
8	A willingness to undertake continuing professional development		✓	✓	✓	
9	Commitment to the safeguarding and welfare of all pupils	✓		✓	✓	
10	This post is subject to an enhanced Disclosure and Barred Service check	✓				