

Trust Central Team – School Lettings Manager Person Specification

Qualifications & Professional Development			
	Essential/ Desirable	Application	Interview
Good standard of education (GCSE or equivalent in English and Maths)	E	✓	
Safeguarding training or willingness to complete upon appointment	E	✓	
Relevant qualification in business administration, facilities management or a related field	D	✓	
Health & Safety training (e.g. IOSH) or willingness to undertake (desirable).	D	✓	
Experience	Essential/ Desirable	Application	Interview
Proven experience in lettings, facilities, operations or venue management	E	✓	✓
Experience of managing bookings, customer enquiries and service delivery in a multi-site environment	E	✓	✓
Demonstrable experience of financial administration, including invoicing, income monitoring and reporting	E	✓	✓
Experience of line management, including staff supervision, training and performance management	E	✓	✓
Experience of working within education, public sector or community settings	D	✓	
Experience of using lettings or booking management systems (e.g. School Hire or similar)	D	✓	
Knowledge & Skills	Essential/ Desirable	Application	Interview
Strong organisational and time management skills, with the ability to manage multiple priorities across sites.	E	✓	✓
Excellent customer service and communication skills, with the ability to build effective relationships with a wide range of stakeholders	E	✓	✓
Sound financial awareness and ability to monitor income and identify opportunities for growth.	E	✓	✓
Good understanding of safeguarding, compliance and health & safety requirements within a school or public setting.	E	✓	✓
Ability to problem-solve effectively and respond calmly to incidents or complaints.	E	✓	✓
Competent IT skills, including use of management systems, spreadsheets and reporting tools.	E	✓	✓
Ability to analyse performance data and contribute to service improvement.	E	✓	✓
Personal Qualities			
<ul style="list-style-type: none"> Proactive and self-motivated, with a strong focus on continuous improvement and income generation. Professional, reliable and able to act as a key representative of the Trust. Flexible approach to working hours, including evenings and weekends where required. 			

- Strong leadership skills, with the ability to motivate and support a team.
- High attention to detail and commitment to maintaining standards.

Other Requirements

- Willingness to undergo an enhanced DBS check.
- Ability to travel between sites as required using own transport.
- Willingness to act as key holder and take responsibility for site security procedures