



JOB DESCRIPTION

Role Title	Department	Reports to
Lettings Facilitator	Estates and Health & Safety	Estates and Health & Safety Manager

PURPOSE

To support the smooth operation of out of hours Lettings at Watling Academy. To offer a warm welcome and excellent customer service to external hirers. To respond to hirer queries in person, via email and telephone. To undertake a range of duties to maintain a clean, healthy and safe and welcoming environment for users of the school buildings and grounds. To contribute to the work of the wider Estates team by supporting with basic maintenance tasks, carrying out administrative tasks and performing basic compliance checks.

DIMENSIONS

Direct Reports	Budget Responsibility
None	None

PRINCIPAL ACCOUNTABILITIES

Lettings

- To support external users of the facilities – ensuring a warm welcome, and a prompt response to any issues/questions raised.
- To work with the site team to ensure rooms and equipment are prepared 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 Estates and Health & Safety 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 morning cleaners, so that they can be used by students the following day.
- To carry out a wide variety of estates and lettings related tasks, as directed by the Estates team, whilst remaining “on-call” for on site hirers.

General

- To assist in planning and preparation for Academy events (including exams), providing “hands on” assistance when needed
- To assist with basic maintenance tasks, Estates order processing, lettings administration and compliance checks.

- To ensure the Estates team are regularly updated in respect of work completed or any delays in work planned/organised.
- Carry out any other reasonable administrative and/or other duties and responsibilities as required.

Security

- To act as one of the registered key holders for Watling Academy and take responsibility for securing the school site at the end of the day.
- To act in accordance with protocols agreed with the Estates and Health & Safety Manager, to report any concerns promptly.

Health & Safety

- Work with the Site Manager to ensure safety checks are carried out in accordance with the Academy’s Health and Safety Policy and legislation.
- To undergo all necessary training as required, for example manual handling, working at heights, fire and health and safety training.
- To follow Academy procedures in cases of freezing or inclement weather conditions.

Cleaning

- To ensure spaces are cleaned between Lettings, as required.

Environment

- To ensure that the internal and external Academy environment is maintained to a high standard, including all types of furniture.
- To support the Academy in its drive towards sustainability.

Other duties

- This job description outlines the main responsibilities of the job and is not an exhaustive list of all relevant duties.
- The Academy reserves the right to change this job description.

PERSON SPECIFICATION

Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English, grade C or equivalent (Essential) • First Aid Certificate. (Desirable) • Evidence of further relevant qualifications, post 16 (Desirable)
Knowledge/Experience	<ul style="list-style-type: none"> • Experience of working in a Caretaking/Maintenance role (Desirable) • Experience of working in a Customer Service role (Desirable) • Experience and knowledge of general DIY/trade skills. (Desirable) • Previous experience of handling security and Health & Safety matters. (Desirable)

<p>Technical/Business Skills/Ability/Training</p>	<ul style="list-style-type: none"> • Excellent planning, time management and organisational skills (Essential). • High levels of accuracy and attention to detail (Essential). • Ability to understand regulations such as health & safety, manual handling, COSHH etc. (Essential)
<p>Other Skills</p>	<ul style="list-style-type: none"> • Ability to prioritise workloads and work under pressure to meet deadlines. (Essential) • Ability to deliver excellent Customer service (Essential) • Ability to work alone, using own initiative and work as part of a team. (Essential) • An eye for detail, error checking, and an ability to problem-solve and work on own initiative. (Essential) • Ability to recognise and report issues and problems. (Essential) • Confident user of office software packages, including Outlook, Excel and Word (Essential)
<p>Particular Aptitude/Personal Skills Required</p>	<ul style="list-style-type: none"> • Excellent interpersonal skills. (Essential) • Flexible approach to meet the needs of the Academy, particularly during busy periods. (Essential) • Initiative and willingness to step in and assist in a variety of tasks when needed. (Essential) • An effective team player. (Essential) • Ability to communicate with staff members at all levels, parents, students, visitors and potential clients. (Essential)

Further information about the role and the contractual requirements

- You will be required to reserve some of your annual leave entitlement to cover the Academy Christmas closure period.
- You may be asked to provide cover for other members of the Site team in the event of their absence, and they will do the same for you.

Associate Staff Standards

We as Trust colleagues, make upholding the reputation and standards of the Trust and the School our first concern, and are accountable for achieving the highest possible standards in our work and conduct. Our Job Descriptions define the behaviour and attitudes required. We act with honesty and integrity; have strong subject knowledge, keep our knowledge and skills up to date and are self-critical; forge positive professional relationships and work with parents/carers, visitors and outside agencies in the best interests of students.

Personal and Professional Conduct

A colleague is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct for all Trust employees;

We uphold public trust and maintain high standards of ethics and behaviour, within and outside School, by:

- Treating students, colleagues, visitors and parents/carers with dignity, building relationships rooted in mutual respect and at all times observing proper boundaries appropriate to our position;
- Having regard for the need to safeguard students' well-being, in accordance with statutory provisions;
- Showing tolerance of and respect for the rights of others;
- Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs;
- Ensuring that personal beliefs are not expressed in ways which exploit students' vulnerability or might lead them to break the law;
- Maintaining high standards of confidentiality and acting with integrity at all times.

I hereby confirm that I have received a copy of the above job description

PRINT: SIGNED: