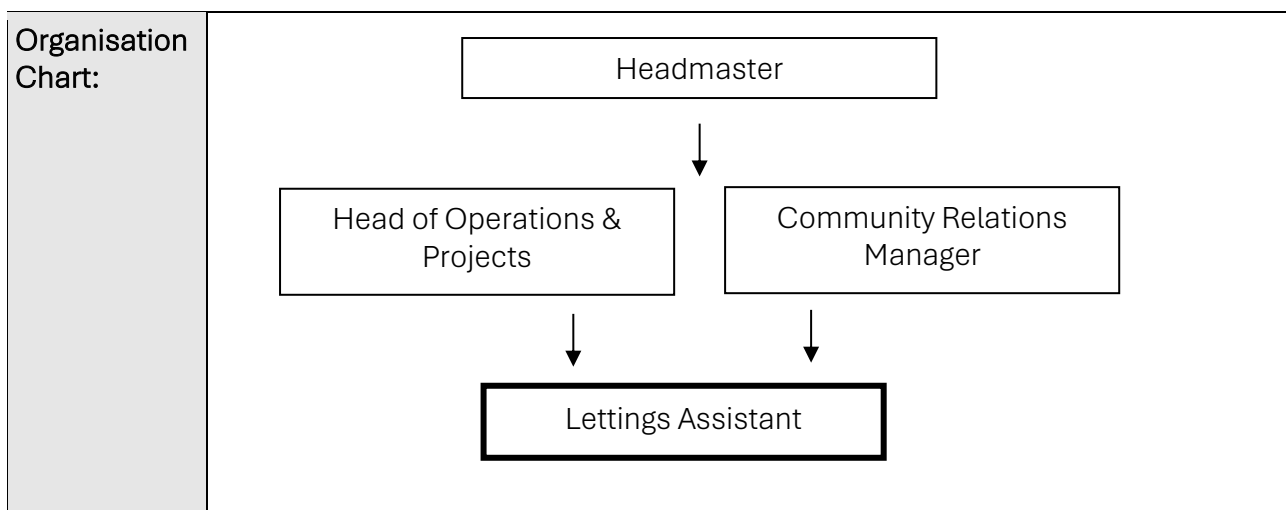


Lettings Assistant

Starting as soon as possible

Reports to:	Line Manager – Head of Operations and Projects/Community Relations Manager		
Reviewed:	Annually	Employment Status	Permanent
Grade / Pay Scale:	RS03	Salary:	£26,402.00
Hours of Work:	37 hours per week, 52 weeks per year. The role will involve regular evening, weekend (Saturday and Sunday), and holiday working to support school lettings and events. Actual working patterns will be agreed upon appointment. <i>Job share applications will be considered.</i>		
Job Purpose:	The Lettings Assistant supports the safe, secure, and effective operation of school lettings outside normal school hours, including evenings, weekends, and school holidays. The successful candidate will act as an ambassador for Reading School, providing a professional and welcoming service to hirers while ensuring School policies, safety requirements, and standards are consistently upheld. The role is responsible for ensuring that facilities used for lettings are prepared appropriately, monitored during use, and returned to a clean, safe, and secure condition ready for normal school activities. The postholder will act as the main point of contact for hirers during events and will help maintain the high standards and reputation of Reading School through professional and courteous service.		
Key Relationships	• Community Relations Manager • Head of Operations & Projects • School Site Team • External Hirers and Event Organisers • Contractors • Members of the Public		



Main Tasks and Responsibilities

The Lettings Assistant will:

- Support the safe use of school premises during lettings by communicating relevant health and safety requirements and emergency procedures to hirers.
- Act as the responsible person on site during lettings and take appropriate action in the event of an emergency.
- Respond to enquiries from prospective hirers and provide tours of relevant facilities when required.
- Open and prepare school facilities in accordance with the bookings schedule and event requirements.
- Set up rooms, equipment, and hired spaces as required for individual lettings and events.
- Act as the main point of contact for clients throughout their hire period.
- Monitor activities during lettings to ensure school rules, health and safety requirements, and expected standards of behaviour are followed.
- Ensure the school site remains safe, secure, and orderly throughout all lettings.
- Inspect facilities at the end of each hire, recording and reporting any damage, defects, or cleanliness issues to the Community Relations Manager, including photographic evidence where appropriate.
- Ensure all visitors have vacated the premises at the end of the hire period.
- Return hired spaces to their original layout and condition where required.
- Lock, secure, and alarm relevant areas of the site following events, in accordance with school procedures.
- Liaise with the Line Manager regarding any incidents, emergencies, or operational issues arising during out-of-hours lettings.
- Carry out routine security checks of designated areas, reporting any concerns, defects, incidents, or unauthorised access immediately.
- Operate alarms, locks, gates, and access control systems in accordance with school procedures.
- Hold (or be willing to undertake) Emergency First Aid at Work training.

Area of Responsibility

- The Lettings Assistant is responsible for supporting the delivery of a safe, secure, and professional lettings service that maximises community use of the school's facilities while protecting school property and maintaining operational standards.
- The postholder will work independently during out-of-hours lettings and will be responsible for the security, presentation, and appropriate use of designated facilities during their shift. They are expected to represent Reading School positively and professionally in all interactions with hirers, visitors, contractors, and members of the public, recognising that their conduct contributes directly to the reputation of the school.

Other Duties

This job description is not intended to be an exhaustive list of duties and responsibilities. The postholder may be required to undertake other reasonable duties commensurate with the grade and nature of the post, as directed by the Line Manager.

Person Specification

- Exceptional customer service and interpersonal skills, with the ability to provide a welcoming and professional experience while confidently enforcing site rules and expectations.
- Ability to balance excellent client service with the confidence to address challenging situations appropriately and professionally.
- Enhanced DBS clearance (or willingness to obtain).
- Ability to work independently and responsibly, particularly during evenings and weekends when working alone on site.
- Confidence in managing difficult conversations and resolving issues with hirers while maintaining positive working relationships.
- Availability to work evenings and weekends on a regular basis.
- Able to undertake the physical aspects of the role, including moving equipment, setting up rooms, walking the school site, and remaining on their feet for extended periods.

Knowledge and Skills

Essential	Desirable	Evidence
Excellent customer service and communication skills.	Experience of school lettings, venue hire, events, facilities management, hospitality, or a similar environment.	Application Form References Interview
Experience of working in a customer-facing role.	Experience of working within an educational setting.	
Ability to work independently and use initiative.	Knowledge of site security procedures and lone working practices.	
Ability to remain calm under pressure and respond appropriately to unexpected situations.	Basic understanding of safeguarding requirements within schools.	
Good organisational skills and attention to detail.		
Understanding of health and safety responsibilities within the workplace.		
Ability to demonstrate integrity, discretion and professionalism.		
Ability to identify issues and implement practical solutions.		
Competent in the use of Microsoft Office applications and online booking or scheduling systems.		
Able to use email and mobile technology effectively while working independently.		

Personal Qualities

Essential	Evidence
Flexible and approachable.	Application Form References Interview
Strong motivation and a positive attitude.	
Able to work under pressure, meet deadlines, and remain calm in challenging situations.	
Resilient, enthusiastic, and dependable.	
Excellent attendance and punctuality record.	
Commitment to equality, diversity and inclusion.	
Commitment to promoting the ethos, vision and values of Reading School.	
Commitment to safeguarding and promoting the welfare of children and young people.	

Health and Safety Considerations

Due to the nature of the role, the postholder will frequently work during evenings, weekends, and periods when the school site is otherwise closed. This may involve lone working and responsibility for the safety and security of school facilities.

The Lettings Assistant must comply with the Reading School Lone Working Policy and all relevant health and safety procedures. The postholder is expected to remain vigilant at all times, taking reasonable care for their own health and safety and that of hirers, visitors, contractors, and other persons on site.

Safeguarding Responsibilities

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

The postholder will be required to comply with the school's safeguarding policies and procedures, attend relevant training, and report any safeguarding concerns in accordance with school processes.