



Moseley School
and Sixth Form

Lettings Operative



Succeeding together



Moseley School and Sixth Form

Moseley School and Sixth Form
Wake Green Road
Moseley
B13 9UU

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E: enquiry@moseley.bham.sch.uk

Headteacher: Mr A Bate BSc NPQH

Dear Colleague,

I am delighted to advertise the role of Lettings Operative to join our highly successful School and Sports Centre Team as soon as possible.

The job description and person specification give you an indication of the scale and ambition we have for this post. If you have the passion, commitment and resilience to make a significant difference in this role I would be delighted to receive your application.

This role is vital for us to continue our journey to excellence as a school and Sports Centre facilities. We are looking for a Confident staff member to continue the work we have already put in place to develop our culture of **Succeeding Together**. If you are looking for a fulfilling challenge which promises great job satisfaction, then come and be part of **The Moseley Way**.

We welcome visitors to the school. Please contact recruitment@moseley.bham.sch.uk if you have any questions about the role or School and would like to arrange a visit.

Please note this advert may close when sufficient applications are received

Your application must be received by 8.00am on Thursday 5th February 2026

Best wishes,

Andrew Bate
Head Teacher



Post Information

Post Title:	Lettings Operative
Grade:	Grade 2 Point 3 (£24,027 £12.62ph) to Point 8 (£25,992 £13.65ph) Full Time Equivalent
Salary:	Actual Salary Grade 2 Point 3; 8.5hours at £12.62ph is £107.27, before any deductions Grade 2 Point 8; 8.5hours at £13.65ph is £116.02, before any deductions
Contract Term:	Temporary
Contract Start Date:	As soon as possible
Operational Hours:	8.5 paid hours per week, Term time only Saturdays 8am to 5pm (this includes a half an hour unpaid break) – Term time only Additional hours available as overtime as and when needed

We require a Lettings Operative with a professional outlook, to provide an effective, efficient and welcoming service for all clients using the facilities at Moseley School and Sixth Form. The role can be very fast paced at times and will require someone that can be effective in this environment.

The successful candidate will be capable of working within safe codes of conduct and implementing emergency requirements. You will need to hold a current valid Emergency First Aid certificate or be willing to gain this qualification. Experience of both customer service and operating a computer-based management system, such as Sports Booker would be desirable. The successful post-holder will be willing to work flexibly when required, however will be on a fixed rota of Saturday 8am - 5pm Term time only.

The Lettings Operative role will include the following duties and responsibilities:

- Building security
- Continuously walking the premises
- Providing a high-quality service for all customers
- Keeping classrooms clean and tidy
- Removing classroom and hall waste regularly
- Ensuring toilet facilities are kept to a high standard

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Job Description

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Core Purpose:

- To supervise all customers using the School's Facilities, ensuring the highest standards of customer service are always maintained
- Ensure a safe and healthy environment is maintained for you, other staff and members of the public.
- Ensure the site is safely opened and closed securely.

Responsibilities:

Customer Service & Service Provision

- Uphold and promote Customer Service Excellence
- In liaison with Community Sports Facilities Manager, deliver a range of programmes that meet the needs of the local community
- Ensure that high levels of cleanliness are always maintained and facilities are always well presented
- Ensure that the programme of activities meets the needs and aspirations of service users through the provision of a quality service
- Participate in reception duties to ensure a professional and efficient service is consistently delivered
- Support the planning, implementation and review of the service plan on an ongoing basis
- Safely set up and take down equipment as outlined in the facility normal operating procedure and safe systems of work.

Health & Safety

- Ensure that Health & Safety responsibilities are met to ensure the safety of all service users and statutory regulations/requirements are fulfilled
- Ensure a safe and healthy environment is maintained for you, other staff and members of the public
- Identify and report faults/damage to equipment or the building fabric as appropriate
- Follow safe and correct practices with all equipment, both by you and service users, in compliance with relevant Health and Safety legislation and guidance
- Undertake all work in a safe manner and be responsible for your own health, safety and well-being
- Follow the normal operating procedure and emergency action plan at all times.



Communication

- Liaising with service users and external partners as required
- Presenting a positive and professional image when conducting reception duties and whilst supporting all service users
- Ensure effective communication with colleagues
- Take a proactive approach when working with customers including greeting and assisting at the earliest opportunity.

Other Responsibilities

- Assist with on call duties as appropriate
- Duties will be carried out during evenings and weekends, as required, as part of an agreed normal work pattern. Work patterns can be changed, with due notice, to satisfy the requirements of the service.
- General administrative duties including reception duties and maintaining updated records
- To become a First Aider and regularly attend staff training to keep skills up to date
- Attend meetings as required
- Participate in professional development opportunities, willingness to develop additional skills and expertise
- Keep up to date with current educational developments and legislation affecting your area of responsibility
- Contribute to school development through identified communication and consultation channels
- To respect the confidential nature of information relating to the school, students and customers
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Treat customers, students, parents and colleagues fairly, equitably and with dignity and respect.
- Develop constructive relationships and communicate with other agencies/professionals
- Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the school's safeguarding policy
- To comply with the school's Health and Safety policy and statutory requirements
- To undertake any other duties not detailed above commensurate with the level of the post.

While every effort has been made to explain the main duties and responsibilities of the post, each individual task is not identified. Employees will be expected to comply with all reasonable requests from the Headteacher to undertake work of a similar level that is not specified in their job description.

The post is on the Teachers' Pay Scale and therefore comes under the Teachers conditions of service.

Moseley School and Sixth Form is an equal opportunity employer and is committed to the safeguarding and to promoting the welfare of children and young people and expects all staff to share this commitment. An Enhanced DBS check is required for the successful applicant.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent and spoken English is an essential requirement for this role.



Person Specification

Post Title: Lettings Operative

Method of Assessment

(MOA) AF Application Form

L Lesson

observation

I Interview

T Test or

Exercise

P

Presentation

Qualifications & Experience	Essential E/ Desirable D	Method of assessment
<ul style="list-style-type: none"> Must be able to consistently demonstrate they are numerate and literate, (minimum GCSE Maths & English Grades A*-C or equivalent) 	D	AF/I
<ul style="list-style-type: none"> Good standard of Education to A Level (or equivalent) 	D	AF/I
<ul style="list-style-type: none"> Experience of working in a letting's related environment 	D	AF/I
<ul style="list-style-type: none"> Experience with site security 	D	AF/I
<ul style="list-style-type: none"> Computer literate including experience of using Microsoft Office 	D	AF/I
<ul style="list-style-type: none"> Emergency First Aid at work qualification/ be prepared to undertake such a qualification 	E	AF/I
Skills and Abilities		
<ul style="list-style-type: none"> Ability to enthuse and motivate a wide range of people to actively participate in range of activities 	E	AF/I
<ul style="list-style-type: none"> Ability to interpret and follow policies and procedures 	E	AF/I
<ul style="list-style-type: none"> Able to communicate in a clear and concise manner both on the telephone and face to face 	E	AF/I
<ul style="list-style-type: none"> Ability to complete work to the required standards 	E	AF/I
<ul style="list-style-type: none"> Ability to develop and maintain effective working relationships with a wide range of people 	E	AF/I
<ul style="list-style-type: none"> Ability to work independently on own initiative 	E	AF/I
<ul style="list-style-type: none"> Ability to use IT e.g. Microsoft Office 	E	AF/I
<ul style="list-style-type: none"> Ability to effectively carry out reception duties 	E	AF/I
<ul style="list-style-type: none"> Strong listener and communicator who can effectively convey information at an appropriate level 	E	AF/I
<ul style="list-style-type: none"> Personable professional whose strengths include cultural sensitivity and an ability to build rapport within diverse multicultural settings 	E	AF/I
<ul style="list-style-type: none"> Team player who is strong at building trusting relationships with customers and colleagues 	E	AF/I
<ul style="list-style-type: none"> Demonstrates a flexible approach to work to enable effective delivery of programme 	E	AF/I
Other Attributes		
<ul style="list-style-type: none"> Evidence of an interest in developing the community usage of the facilities 	E	AF/I
<ul style="list-style-type: none"> A commitment to attend and support training appropriate to the job, including First Aid training 	E	AF/I
<ul style="list-style-type: none"> Ability to relate to and promote the ethos of the school 	E	AF/I
<ul style="list-style-type: none"> Evidence of an interest in working with young people and the community 	E	AF/I
<ul style="list-style-type: none"> Demonstrates a commitment to safeguarding and a suitability to work with children, including appropriate relationships with children, emotional resilience to challenging behaviour and attitudes to the use of authority and maintenance of discipline 	E	AF/I
<ul style="list-style-type: none"> Fluent in community language(s) and/or other languages reflective of our students 	D	AF/I
<ul style="list-style-type: none"> Proven good attendance and punctuality 	E	AF/I
<ul style="list-style-type: none"> Flexible approach to duties, including reception and cleaning duties as directed. 	E	AF/I

NB: If shortlisted, any relevant issues arising from references will also be taken up at interview. References will be used to support the selection panel's assessment.

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