



## Northumberland Church of England Academy Trust

JOB DESCRIPTION	
<b>Post title</b>	Lettings Assistant
<b>Purpose of job</b>	
To support the day to day running of facility lettings under the instruction of the Community Development Manager.	

RESPONSIBILITIES
<ul style="list-style-type: none"><li>• Locking and unlocking the premises</li><li>• Secure the premises at the end of the lettings sessions, making sure that facility is protected by the alarm systems</li><li>• Under instruction from the CDM, unlock the premises in advance of the lettings to allow for visitors to access the facility in a timely manner</li><li>• Carrying out security checks, including site perimeter and frequent patrols of the schools grounds</li><li>• Responding to emergencies affecting the school premises</li><li>• Responding to complaints in a timely manner</li><li>• Undertake appropriate training as directed</li><li>• To provide a reception role, keeping a log of visitors into and out of the building to ensure compliance of fire safety</li><li>• Maintain a highly visible, friendly and approachable presence during lettings</li><li>• Demonstrate good environmental practices – recycling and waste collection</li><li>• Ensure there is no unauthorised access during the hire period</li></ul>
SUPPORT DUTIES
<ul style="list-style-type: none"><li>• Maintain excellent cleaning standards in both designated areas and those required in support of the Premises team</li><li>• Setting up equipment per the hirers request e.g. chairs, exercise equipment</li><li>• Contributing to risk assessments</li><li>• Safe storage of all cleaning and COSHH materials</li><li>• Other duties arising from the use of the premises</li><li>• Where necessary ensure that main entrances and paths are clear of snow or ice by applying salt</li><li>• Install and remove outdoor PVC advertising banners</li></ul>

**CUSTOMER CARE**

- Present high standards of personal appearance in accordance with the schools ethos and values
- Carry out your duties in a polite, efficient and cheerful manner, building relationships with regular users
- Act as a brand ambassador for lettings

**HOURS OF WORK**

Monday-Friday 5pm-10:00pm  
Weekends 8:30am -10:00pm (split shift)

Flexible hours are required on occasions throughout the year to suit the school, including cover for absence, if necessary. Any additional hours to be worked in agreement with the Trust.

**PREFERABLE REQUIREMENTS**

- Have previous experience from either lettings, security or cleaning type environment
- Hold a qualifications in H&S

**ESSENTIAL REQUIREMENTS**

- Be physically able to undertake the manual aspects of this role i.e. moving equipment or furniture
- Have awareness of Health & Safety issues
- Be comfortable working alone, and in a team
- Have excellent communication skills both written and orally (face to face and telephone)
- Be comfortable dealing with customer complaints
- Have previous experience where customer service has been used i.e. dealing with members of the public