



## Northumberland Church of England Academy Trust

### JOB DESCRIPTION

**Post title**

Senior Lettings Assistant

**Purpose of job**

To support the day to day running of facility lettings under the instruction of the Director of Health and Safety and Estates.

### RESPONSIBILITIES

- Meeting new/existing customers onsite and carry out tours of facility
- Carry out inductions with new customers to the site
- Manage day to day relationships with customers
- Liaise with Caretakers, lettings assistant and cleaners on a regular basis to ensure smooth operational functionality of all hireable facilities.
- Ensure the security of the facilities when locking and opening up the site, making sure the school is protected by the alarm systems
- Unlock the premises in advance of the lettings to allow for visitors to access the facility in a timely manner
- Carrying out security checks, including site perimeter and frequent patrols of the schools grounds
- Manage the lettings programme to ensure that a balance is made school lettings and external lettings
- Authorise/book in lettings
- Liaise with Finance Assistant to ensure electronic billing and cash collection runs smoothly and resolve credit control issues
- Check through lettings emails/including spam
- Check social media channels – engagements/messages
- Send lettings schedule/updates to Caretakers/Lettings assistant/Cleaning supervisor on a weekly basis
- Responding to emergencies affecting the school premises
- Responding to complaints in a timely manner
- Undertake appropriate training as directed
- To provide a reception role, keeping a log of visitors into and out of the building to ensure compliance of fire safety
- Maintain a highly visible, friendly and approachable presence during lettings
- Demonstrate good environmental practices – recycling and waste collection
- Ensure there is no unauthorised access during the hire period

**SUPPORT DUTIES**

- Maintain excellent cleaning standards in both designated areas and those required in support of the Premises team
- Setting up equipment per the hirers request e.g. chairs, exercise equipment
- Contributing to risk assessments
- Safe storage of all cleaning and COSHH materials
- Other duties arising from the use of the premises
- Where necessary ensure that main entrances and paths are clear of snow or ice by applying salt
- Install and remove outdoor PVC advertising banners

**CUSTOMER CARE**

- Ensure that an exceptional level of customer service is delivered across all relevant services
- 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

**PREFERABLE REQUIREMENTS**

- Have previous experience from either lettings, security or cleaning type environment

**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