



## Job Description

**Post Title:** Community Lettings Assistant (Casual)

**Responsible to:** Community Lettings Manager

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### Main Purpose of the Post:

- To be the first point of contact within the Multi Academy Trust's sports facilities, greet customers, set up specific sports equipment and maintain cleaning standards throughout.

### Principal Accountabilities:

- Allow users entry to the Academy's sports facilities.
- Greet customers and provide a good customer service.
- Set up specific sports equipment on 3G pitch, netball courts and inside the Academy's Sports Hall.
- Maintain Health and Safety standards and report any premises issues to Academy Site Staff when appropriate.
- Open, close and secure the site, including un-setting and setting alarm.
- Ensure the security of the site and its visitors at all times.
- Answer queries from staff, students and members of the public.
- Undertake cleaning duties when necessary.

### General

- The above responsibilities are not exhaustive and are intended to describe the general nature of the role. Subsequently, the responsibilities may change or vary over time depending on the needs of the Multi Academy Trust; however, this will not change the character of the job or level of responsibility.
- The above responsibilities may involve having access to information of a confidential nature which may be covered by the Data Protection Act (1998). Consequently, confidentiality must be maintained at all times.
- The post holder must promote the Academy's Equal Opportunity Employment Policy.
- The post holder must be aware of, and comply with, policies and procedures relating to safeguarding and child protection, reporting all concerns to an appropriate person.
- The Health and Safety Work Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health, Safety and Welfare of him or herself. Specific details are outlined in the Multi Academy Trust's Health and Safety Policy.
- Where the post holder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him or her to

perform the full duties of the jobs. If, however, a certain task proves to be unachievable, re-evaluation of the task will be given full consideration.

### **Knowledge, Skill and Experience:**

- Strong communication skills, both written and oral.
- Demonstrate a flexible approach to work and be able to work evenings and weekends.
- Possess strong organisational skills.
- Able to relate well to children and adults.
- Have relevant knowledge of first aid.
- Convey a positive attitude to work and be committed to ensuring customers are satisfied with service provided.
- Have knowledge of the sports and leisure industry.
- Effective and efficient interpersonal and communication skills.
- Have strong customer service skills.
- Be able to work well as part of a team or individually and use own initiative.

### **Creativity and Innovation:**

- Use initiative in addition to recognised procedures to deal with problems in the Community Lettings Assistant role.
- Work to Multi Academy Trust policies and procedures as stipulated in the Academy Handbook.

### **Decision-Making:**

#### **Discretion:**

- Provide an efficient and effective customer service to the Community Lettings Department.

#### **Consequences:**

- Contribute towards the effective running of Community Lettings across the Multi Academy Trust.

### **Contacts and Relations:**

- Contact with parents and carers to offer advice, support and guidance.
- Contact with Academy Site Staff to raise issues and report information.
- Contact with community groups and businesses.

### **Responsibility for Resources:**

- External and internal keys.
- Alarm fob to the site.

**Working Environment:**

**Work Demands:**

- Work is subject to interruption and internally set deadlines, to ensure Multi Academy Trust policies and regulations are adhered to.

**Physical Demands:**

- Work will require normal physical effort; however, there may be lifting and moving of equipment up and down the stairs.

**Working Conditions:**

- Work will be undertaken in the Sports Hall and outside.
- Subject to lone working.

**Work Context:**

- Work is undertaken in the Sports Hall and outside and may be subject to challenge from parents, students, staff, visitors and the general public.

**Position in Academy:**

- Indicate how many staff for whom the post holder is directly responsible: 0.

**Note:**

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post. Moreover, the post holder may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

The post holder is required to hold an enhanced level Disclosure and Barring Service check.

**Date of Job Description** .....

**Date copy sent to post holder** .....

**Staff signature** .....

**Line Manager signature** .....