

**SUPPORT STAFF**  
**JOB DESCRIPTION**

<b>ROLE TITLE</b>	Lettings Assistant
<b>CONTRACTED HOURS</b>	Casual
<b>LOCATION</b>	Romford, Havering
<b>GRADE / SCALE POINT – SALARY</b>	Scale 3 Point 5
<b>REPORTING TO</b>	Headteacher

**INTRODUCTION**

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

**JOB PURPOSE**

To supervise the use of school facilities by external hirers and to ensure their acceptable use.

**KEY TASKS & RESPONSIBILITIES**

- Provide excellent customer service role for evening and weekend bookings at the school, as a representative of the school.
- Be the first point of contact on site whilst lettings are in session.
- Be the responsible person and key holder for the school building, ensuring the school is left secure on departure.
- Ensure the site security and opening/closing of buildings for evening and weekend lettings.
- Responsible for the Health and Safety of the facilities during the lettings period, under the direction of the Premises Manager. This will include following the emergency and normal operating procedures at the school ensuring that customers understand and comply with the above procedures, reporting any H&S or maintenance issues.
- Oversee use of the of the school's facilities to help ensure safe practices and acceptable standards of behaviour are observed and to seek to minimise incidences of injuries misuse and damage. This includes regular patrolling of all facilities being used.
- Responsible for the supervision and issue of equipment to be used by the customers and advising on the correct use. Where necessary this will involve working with customers in the setting up and tidying away of any equipment required for activities.
- Report any complaints, reviews and health and safety issues to the Headteacher.
- Ensure facilities are clean, fit for use and secure.
- Provide emergency first aid cover and act as the fire warden on site for our customers.
- Meet and greet new/existing clients.
- Ensure that all communication is effective, consistent and reflective of the values of the school.
- Work flexibly where required to meet the needs of the school.
- Adhere to school policies and procedures.
- Undertake relevant training as required.

## **SAFEGUARDING**

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust's and the school's safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

## **GENERAL**

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE</b>		
<b>Technical and Specialist</b>	<ul style="list-style-type: none"> <li>• Good knowledge of relevant policies and procedures, Health &amp; Safety, security, critical incident etc.</li> <li>• Knowledge of security/alarm systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a school environment</li> </ul>
<b>Literacy and Numeracy</b>	<ul style="list-style-type: none"> <li>• Secondary education up to GCSE level or equivalent</li> </ul>	
<b>Organisational</b>		<ul style="list-style-type: none"> <li>• Knowledge of security and safety policies and procedures</li> </ul>
<b>Equipment / Materials</b>		<ul style="list-style-type: none"> <li>• Able to use / operate relevant equipment/resources</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Ability to resolve a range of day-to-day problems, using own initiative.</li> <li>• Know when it is appropriate to refer upwards</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Organised and methodical approach to tasks</li> </ul>	
<b>Interpersonal and Communication</b>	<ul style="list-style-type: none"> <li>• Communicate verbally in a clear, fluent, concise and appropriate way</li> <li>• Provide excellent customer service and respond constructively to customer complaints and difficulties in a friendly and approachable manner</li> <li>• Proactive, enthusiastic and willing to take on a wide range of tasks</li> </ul>	
<b>Keyboard</b>	<ul style="list-style-type: none"> <li>• Basic level keyboard skills</li> </ul>	
<b>Manual Skills</b>	<ul style="list-style-type: none"> <li>• Routine manual handling skills</li> </ul>	
<b>Level of Autonomy</b>	<ul style="list-style-type: none"> <li>• Plan and manage own workload.</li> <li>• Ability to undertake main duties and responsibilities with limited access to Line Manager.</li> <li>• Part of the job will be lone working so a good level of fitness and health is required</li> </ul>	