

Job Description

Job title:	Casual Community Lettings Assistant
Responsible to:	Operations Manager
Responsible for:	N/A
Location:	Lift Kingsley
Hours of work:	Casual hours
Salary:	£13.85 per hour

Overview of the role:

To deliver and provide high quality customer service and facility use to hirers of the lettings facilities, and other associated tasks in accordance with lettings operational procedures. Working hours will include unsociable hours and weekends. Ensure that whilst facilities are in use, users are aware of all health and safety requirements, operating procedures for use of rooms and equipment and are registered whilst on the premises.

Supervise users of facilities including delivering health and safety information for use of rooms and equipment, inducting them as needed. Service the lettings reception area on an evening and weekend basis. Introduce users of facilities with an induction to rooms and equipment for all visitors, hirers and staff in their enquiries.

This role contributes to the Lift Schools' mission that **every** child receives an **excellent** education, in **every** classroom, **every** day.

Responsibilities:

Responsibilities/qualities required are:

- To ensure all areas are clean and free of any hazards, and rooms are set for appropriate activities and for school running the next day. This includes maintaining hygiene of spaces, replenishing bathroom supplies, emptying bins and general tidying to maintain a pleasant professional environment.
- As a keyholder, be responsible for the security of the building and equipment including opening and closing of the building at the beginning and end of the shift, ensuring no visitors remain and all visitors are signed out
- Regularly tour and inspect all areas of the building and grounds to identify maintenance, security, safety and cleaning requirements and to take prompt action to deal with matters requiring immediate attention thus providing a high quality service for all customers.
- Be able to deal with enquiries, problems and complaints of patrons and visitors referring them when necessary or appropriate, to other members of staff.
- Follow lettings safe operating procedures and controlling the safety of all customers on site through effective supervision and monitoring.
- Ensure Lettings and Academy policies and procedures are understood and followed at all times
- To ensure professional personal appearance at all times whilst on duty

- To report and advise the Hub Manager, of any significant changes or incidents affecting the service during the shift, ensuring operation throughout the facility during the shift conforms with Lift policies and all legal and health and safety requirements
- To report any repair requirements to the hub manager via the Daily Shift Sheet.
- Responsible for ensuring there is always a visible presence in the reception area when on shift
- Be able to silence and reset the fire alarm when required following a strict protocol.
- Responsible for setting up and taking down equipment / resources for hirers' use, and reporting any deficiencies
- Responsible for opening up/locking up the site whilst on shift in conjunction with the recreational assistants.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The postholder is expected to work to the best of their ability, to be diligent, honest and ethical in the performance of duties, and to conduct personal and professional life to the highest standard such that public confidence in their integrity is sustained.
2. This job description does not form part of the contract of employment and is not a comprehensive definition of the post. The duties of this post may vary from time to time according to the needs of the school/Trust following consultation with the job holder. It will be reviewed periodically.
3. The postholder is expected to participate and engage with workplace learning and development opportunities to continually improve their own performance.
4. The postholder may deal with sensitive material and should maintain confidentiality in all school related matters as set out in their statement of terms and condition of employment.
5. Information about how and why we collect your data can be found in the "Lift Schools Privacy Notice for Staff" which you are required to comply with.
6. You are expected to take reasonable care of your own health and safety and to be mindful of the safety of others, to cooperate with instructions, to minimise and mitigate potential hazards and risks to others, and to appropriately report hazards, illnesses, or injuries in accordance with our Health & Safety Policy.

Safeguarding:

At Lift Schools we are committed to ensuring the highest levels of safeguarding and promoting the welfare of our students, and we expect all our colleagues and volunteers to share this commitment. We adopt a strong, fair, and consistent recruitment process which is in line with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check, and you are required to complete them and advise us immediately should you subsequently be convicted of an offence.

Equality, equity, diversity and inclusion:

At Lift Schools, we want all of our colleagues to feel included bringing their passion, creativity, and individuality to work. We value all cultures, backgrounds, and experiences, and we truly believe that diversity drives innovation.

Person specification

Qualifications and experience	
Essential No formal qualifications are required.	Grade C or above in English and Maths GCSE or equivalent
Knowledge and skills	
Essential - Good understanding and ability to use relevant equipment/technology - Ability to work constructively as part of a team - Ability to relate well to children and to adults - Ability to identify the needs and wants of customers - Ability to work on own initiative - Able to follow written and verbal instructions - Ability to prioritise work - Ability to communicate appropriately and effectively with other members of the team and users of the Academy - To adopt a proactive approach to cleaning	Desirable - IT literacy with Google Workspace. - Knowledge of health and safety - First Aid qualification - Experience of working as part of a team - Experience with working with large groups - Experience in working within a school environment - Experience of safeguarding procedures
Leadership skills	
Essential N/A	Desirable N/A
Personal attributes and behaviours	
Essential - Customer focused. - Has a professional and respectful approach which demonstrates support and shows mutual respect. - Open, honest and an active listener. - Takes responsibility and accountability. - To be able to promote a positive image of the Academy - Commitment to providing a high-quality service - Flexibility and willingness to work unsociable hours - Able to play a positive role within the workplace - Conscientious and reliable	Desirable - Can reflect thoughtfully and critically on the Project H mindsets, and identify their own strengths and areas for development in these areas. The Project H mindsets are: - Share ideas early, often, and honestly - Embrace constructive disagreement - Value ideas, not ego - Be curious and open to new ideas - Focus on facts and reason
Special requirements	

- Successful candidates will be subject to an enhanced Disclosure and Barring Service Check.
- Right to work in the UK.
- Evidence of a commitment to promoting the welfare and safeguarding of children and young people.
- Show commitment and a forward-thinking approach to drive forward equality, equity, diversity, and inclusion and to own personal development along with a positive attitude towards legislative developments and the provision of equitable services.