

Job Description

Job title:	Lettings Officer
Responsible to:	School Operations Manager
Location:	Lift Greensward
Hours of work:	Casual
Salary:	SCP

Overview of the role:

The role of the Lettings Officer is to support the delivery of community lettings by acting as the on-site representative during hire periods. The role involves managing bookings and contracts when on shift, preparing and securing the site, welcoming and inducting hirers, overseeing health, safety and safeguarding compliance, and ensuring lettings run smoothly and professionally. The postholder also maintains accurate records relating to lettings activity and refreshments sales in line with school procedures. This is a flexible, customer-facing role that requires strong organisation, reliability and confidence in overseeing site use.

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

Responsibilities:

Lettings Management

- Respond to all facility hire enquiries, providing information on availability, pricing, and terms.
- Provide excellent customer service as the key point of contact throughout the letting process.
- Manage the booking system (requests, confirmations, amendments and cancellations) and issue contracts in compliance with school policy and legal requirements when on shift.
- Monitor facility use to ensure adherence to school rules, safety guidelines, and security procedures.
- Be present on site during lettings to monitor the use of facilities, ensuring adherence to school rules, safeguarding expectations and health and safety procedures at all times.
- Monitor the use of facilities during lettings to ensure adherence to school rules and safety guidelines (may involve occasional evening/weekend presence or on-call duties).
- Maintain accurate records of all income and expenditure relating to the sale of refreshments, including stock levels, cash handling and petty cash transactions, ensuring that all relevant documentation is completed, recorded and stored appropriately in line with school procedures.
- Maintain accurate records of all lettings, hirer details and booking history.
- Professionally manage any issues or disputes that may arise from lettings and ensure appropriate action and record keeping or flag to the operations manager.

Financial Management

- Manage stock levels relating to lettings (including refreshments and consumables), oversee associated sales where relevant, and administer petty cash in line with school financial procedures.

Venue Promotion

- Conduct tours of the school's facilities for prospective hirers.

- Maintain positive working relationships with existing hirers and local organisations, providing professional and consistent communication. The School Operations Manager will take the lead on developing new partnerships and expanding community use.
- Monitor and record customer feedback to continuously improve letting services.
- Undertake regular benchmarking against local facilities to ensure pricing remains competitive, whilst maximising income potential.
- Promote facilities through the use of local marketing media, including use of the school website and newsletters.

Health, Safety, and Compliance

- Ensure all lettings activities comply with the school's Health and Safety policies and procedures.
- Act as the designated point of contact for any on-site incidents during lettings, ensuring appropriate actions are taken and records maintained.
- Ensure safeguarding protocols are followed and concerns reported appropriately.
- Maintain up-to-date knowledge of relevant policies, including emergency procedures, safeguarding, and GDPR.
- Log and report any building, maintenance or equipment issues to the facilities team.
- Communicate with hirers to ensure they meet their own first aid requirements in line with school expectations. Provide basic first aid assistance where required, supporting the hirer appropriately and in accordance with school procedures.
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Working patterns

- The role requires flexibility to work evenings and weekends based on the lettings schedule.

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.
7. This job requires a high degree of flexibility to work the required hours when bookings are on site.

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

- L2 qualifications - GCSE Maths and English (Grade 4) or equivalent.
- Experience in a customer-facing role, ideally working with community groups, schools or sports clubs.
- Experience of managing bookings/calendars.
- First Aid qualified, or willingness to complete training.

Desirable

- Previous experience managing community lettings.
- Experience working in a school or education setting.
- Health & Safety training/certification.
- Safeguarding training/certification.

Knowledge and skills

Essential

- Strong communication and interpersonal skills
- Confident IT user (using email, telephone and online systems).
- Knowledge of safeguarding and health & safety procedures.
- Ability to handle basic financial processes (e.g., invoices, payments).
- Ability to work independently and respond quickly to on-site needs.

Desirable

- Understanding of facilities operations (e.g., security, room setup, pitch use).
- Knowledge of Public Liability and lettings compliance.
- IT literacy with Google Workspace.

Leadership skills

Essential

- Able to communicate clearly and articulately with staff, hirers and community members.
- Ability to work independently and take initiative, whilst also being a team player.

Desirable

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Personal attributes and behaviours

Essential

Desirable

- Friendly, professional, and approachable.
 - Good time management and organisational skills.
 - Reliable and responsible, especially with building security.
 - Ability to ensure timely responses to incidents / emergencies and take appropriate action.
 - Commitment to providing excellent customer service and promoting a positive image of the school.
 - Flexible and willing to work evenings/weekends as needed.
- 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.