

## Job Description

Job title:	Lettings Officer
Responsible to:	School Operations Manager
Location:	Lift Four Dwellings Secondary
Hours of work:	£12.60 per hour + pension scheme (LGPS)
Salary:	Part Time

### Overview of the role:

The role of the Lettings Officer is to coordinate all community lettings and to promote the school's facilities for external hire. This involves handling enquiries, processing bookings, issuing contracts and managing the calendar, whilst upholding safeguarding and compliance standards. They also promote the site facilities and are the main point of contact for hirers, combining strong customer service with efficient administrative management to benefit the school and community.

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, cancellations) and issue all contracts in compliance with school policy and legal requirements.
- Liaise with internal staff to ensure facilities are prepared and available for bookings.
- Liaise with school departments on required use of facilities e.g., for examinations.
- Oversee facility readiness and safety during lettings (setup, checks, takedown, issue resolution).
- Monitor facility use to ensure adherence to school rules, safety guidelines, and security procedures.
- Manage visitor access, maintain premises security, locking up the premises and setting alarms after lettings.
- Maintain records of all lettings, income, expenditure, hirer details, booking history, and compliance documentation (e.g., insurance and Public Liability cover).
- Ensure cover staff are available as required to ensure lettings continue during periods of absence.
- 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).
- Professionally manage any issues or disputes that may arise from lettings.

#### Financial Management

- Generate invoices for lettings in accordance with agreed terms and monitor payments. - *as applicable to school.*
- Produce annual budget forecasts and monitor during the year for reporting on variations to line manager.

- Proactively seek to maximise the utilisation of the school's facilities to generate additional revenue streams.

**Venue Promotion**

- Conduct tours of the school's facilities for prospective hirers.
- Build strong relationships with local organisations to promote and increase 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.
- Be the nominated on site first aider during lettings and administer first aid, as required.

**Working patterns**

- The role requires flexibility to work evenings and weekends based on the lettings schedule. The Lettings Officer may also be placed on an on-call rota or required to respond to emergency situations relating to hirer use outside core hours.

**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.
- Experience of marketing and promotion activities.
- Experience of preparing budget forecasts and monitoring on an ongoing basis.
- 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.
- Ability to manage staff (may be required to ensure staff are on site for all opening times)

##### Desirable

- Proactive in identifying opportunities to promote and improve lettings.

#### Personal attributes and behaviours

**Essential**

- 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.

**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.