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| **Ernest Bevin College****Job Description** EBC_Badge_Col |

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| Title: Lettings ManagerAll Year Round | **Salary: Scale 6 Pt 18- Pt 20 plus pool allowance** |
| **Supported by and reporting to**: initially SBM | **Assisted by:** Administrative & Finance Officer |

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| **Main Purpose of Role**  | * Undertake reception duties, face to face enquiries and signing in visitors
* Based in the Sports Centre Reception area, to assist in the co-ordination of procedures related to the management and security of identified areas being let
* Plan, develop and oversee the lettings bookings
* Maximise income generation for the college
* Manage lettings reception team
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| **Role Responsibilities** | * To control access to the facility from the Sports Centre reception
* To act as the central communication link for lettings with a focus on users of the sports facilities and working with the sports facilities management team
* To ensure the reception area and changing areas are constantly neat and tidy thus projecting a professional image
* To greet all visitors to the centre, ensuring they are made welcome and ascertaining their requirements, assisting them with general information or passing them on to the appropriate person
* To ensure good customer care of all enquiries
* Assist vendors with fire evacuation
* To inform the SBM, Premises Manager and PE Assistant Principal of Health & Safety or security issues which require immediate action
* To monitor usage of the sports facilities and to provide feedback as requested to the SBM
* To undertake other discrete areas of responsibility and/or specific projects as may be required and agreed from time to time by the SBM within job grade
* Be aware of and comply with policies and procedures relating to Health, Safety and Security and Data Protection, reporting all concerns to an appropriate person
* Some basic cleaning in between sessions
* Be a registered key holder and ensure the security of the premises as delegated by the SBM

 **Pool Maintenance Duties (training will be provided)*** To frequently check pool temperature and pool equipment to ensure that these activities all is working properly
* To perform general pool maintenance and cleaning of the pool to a regular programme to ensure that all is working properly and record accordingly
* Pool cover responsibility
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| **Ernest Bevin College****Person Specification**EBC_Badge_Col |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALFICATIONS** | * Educated to GCSE level or equivalent qualifications or experience
 | * Certificate as Pool Operator Technician or agree to take the necessary course to obtain certification
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| **EXPERIENCE** | * Experience of working in Reception area
* General clerical / administrative work
* Proven understanding and delivery of customer care
* Retail/ Logistics experience
* Managing a team
 | * Previous experience of working in a leisure environment
* Awareness of Health & Safety Policies and Swimming Pool procedures
* Ability to work within a large and diverse educational environment
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| **SKILLS** | * Commitment to work on own initiative and to work flexibly to meet deadlines as set by senior leadership team and all stakeholders
* Able to communicate clearly with excellent interpersonal skills with adults and young people
* Reliable with good time management skills
* Able to be positive and enthusiastic and sympathetic to the needs of others
* Excellent ICT and organisational skills which meets the objectives of the role
* Can remain calm when responding to unplanned situations with co-operation and professionalism
* To have a positive attitude to personal development and training and seek out training opportunities to enhance the role to meet the college’s objectives
* Good understanding of Health and Safety issues
* Confident in working as part of a team and independently
* Management and Marketing Skills
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| P**ERSONAL QUALITIES AND CHARACTERISTICS**  | * Suitable to work with children
* Excellent communication skills, both oral and written
* Resilience and stamina when faced with busy and demanding situations
* Confidence to hold firm with staff, students and third parties when challenged in order to maintain college standards
* The drive to help ensure EBC is the best education and lettings provider in the area
* Ability to work under pressure, meet deadlines, and establish positive relationships with students, parents. staff and outside agencies
* A forward-thinking approach
* Ability to be reflective and self-critical
* Commitment to the promotion of equality of opportunity
* An excellent professional role model (e.g. maintaining an excellent personal attendance & punctuality record)
* Maintain confidentiality and adhere to GDPR
* Commitment to the college vision, aims and ethos, its community, and the college improvement plan.
 | Understand the importance of strategic change |

**October 2022**