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

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| Title: Lettings Manager All 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 |
| **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 |
| **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 |
| **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 |  |
| 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**