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| **Ernest Bevin College**  **Job Description**  EBC_Badge_Col  Lettings Manager  All Year Round  Salary: Scale SO1-SO2 |

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| **Title:** Lettings Manager  All Year Round | **Salary:** Scale SO1 - SO2 (£35,223-£38,934) depending on experience plus pool allowance |
| **Supported by and reporting to**: initially the SBM |  |

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| **Main Purpose of Role** | * To mange and promote lettings at the College |
| **Role Responsibilities** | **Management of School Lettings**  • To manage the school’s Lettings programme ensuring that a balance is made between school needs and lettings  • Maintain a records of hirers including booking forms, insurance documents and VAT declarations  • To develop and manage the bookings system and ensure records of users are maintained to enable accurate billing  • To communicate bookings to the SBM and site team regarding any updates including H&S  • To liaise with site team regarding security provision and cleaning and channel maintenance needs  • To liaise with hirers and ensure customer satisfaction and elicit feedback on the customer experience. To deal with problems and issues arising from Lettings  • To liaise closely liaison with PE and other school staff, co-ordinating lettings activities with the school’s needs  • To work with local primary school users of the swimming pool and with the head of PE to create a timetable for primary swimming lessons that fits with Ernest Bevin College’s daytime usage of the pool, during the academic year,  • To manage the Lettings Reception team and ensure that work is performed to agreed standards and that they are supported  • To manage the staff rota to ensure that the areas let are adequately staffed at all times  **Business Development**  • To maintain a timetabling system to manage demand and communicate plans to other staff  • To negotiate prices and close business subject to adherence with Lettings Policy and approval procedure  • To attract new lettings from clubs and groups to maximise income and minimise vacant hire slots  • To conduct market research to confirm annual pricing for the facilities in line with the market and community user needs  • To review and keep up to date the schools website with regards to Lettings  • To build relationships with Partners and community groups including alumni  • To arrange annual meetings with major users to discuss their contracts and experiences  • To provide updates to the SBM and Principal on business development and use of physical estate and assets Health and Safety  •To determine amendments to policies and update as required  • To maintain risk assessments  • To ensure signage and notices are in place, accurate and up to date  • To liaise with the Premises Manager to ensure that equipment is checked regularly and maintained as necessary  **Work with the Finance Officer to:**   * produce invoices for billing * produce reports of financial results for the Governing Body / sub-committees * provide income projections for all facilities * resolve credit control issues   **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 * To have pool cover responsibility |

This job description can be reviewed and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder’s professional responsibilities and duties.

**January 2023**

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| **Ernest Bevin College**  EBC_Badge_Col  **Person Specification**  Lettings Manager  All Year Round  Salary: Scale SO1-SO2 |

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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 a Reception area * General clerical / administrative work * Proven understanding and delivery of customer care * Retail/ Logistics experience * Experience of 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 |  |
| **PERSONAL 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 |

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**January 2023**