**Job Description**

**Post title:** Lettings Support Assistant

**Responsible to:** Facilities Manager

**Grade:** N2

**Job purpose:** To provide a quality service through consistently high customer care, safety and to undertake general operational duties to enable the lettings facilities to function smoothly.

**Main Duties:** The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

**Lettings Management and Administration**

1. Provide the highest possible standards in relation to customer care, giving advice and support to users/customers throughout the facility including ensuring users/customers are guided to the right part of the facility they are there to use and ensuring, where necessary individuals sign in and out of the facility.

2. Support the bookings process by taking bookings and payments for use of the facility, referring queries to the Lettings Coordinator.

3. Be familiar with the lettings that are booked on a daily basis.

4. Ensure facilities that have been booked are ready to use on time and are left appropriately by those using them.

5. Liaise with the Lettings Coordinator regarding usage and invoicing to ensure accurate invoices are raised.

6. Ensure accurate records are kept of facility usage.

7. Be familiar with and ensure up to date risk assessments are adhered to by users.

8. Maintain the highest possible standards of safety and behavior through alert supervision; dealing with any matters in the appropriate manner, including emergency assistance and first aid.

9. Assist in maintaining good security and, where possible, the prevention of vandalism through patrol of facilities, including ancillary areas.

10. Perform general operational duties, including setting out, erection and inspection of equipment and stowage of equipment, stores and materials.

11. Assist in the operation of sessions, special events and campaigns.

12. Assist in the operation of the technical aspects of the facility and to undertake minor maintenance and repairs, e.g. replacing light bulbs, clearing blocked drains, reporting faults as necessary.

13. Check equipment after use and report any damage or other concerns to the

Facilities Manager.

14. Carry out general administrative duties as directed.

15. Undertake cash handling as required

16. Undertake general Maintenance/cleaning duties

**Other Duties**

1. To comply with all Trust policies and procedures including those relating to safeguarding, health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person.

**2.** To establish constructive relationships and communicate with service users/customers

**3.** To attend meetings and engage in development activities/training as required by the school.

4. To promote and implement the Trusts equal opportunities policies in all aspects of employment and service delivery.

5. To undertake additional administrative duties for the Trust commensurate with the post.

**Safeguarding**

1. The postholder will have responsibility for promoting and safeguarding the welfare of children and young persons they are responsible for, or come into contact with.