

THE WENSUM TRUST

Role Profile & Person Specification

Job Title:	Lettings Officer
Responsible to:	Business Development Manager
Grade:	Scale E
Terms and Conditions:	15 hours per week – All Year Round

Core Purpose:

Under the direction of the Business Development Manager, oversee the lettings programme, ensuring customers are appropriately serviced in accordance with the Trust’s Lettings Policy.

To facilitate and co-ordinate with Academy staff, all lettings and events that may have an effect on the day-to-day running of academies within the Trust.

To undertake the opening and closing of academy sites and monitor facility use throughout the letting period, ensuring hirers and members of the public adhere to contractual requirements.

To safeguard Trust property through high profile supervision of Lettings on Trust sites.

Key Areas of Responsibility:

- Taking facility bookings, dealing with enquiries and following up potential leads.
- Marketing the facilities, maximising usage and therefore income, finding potential new business and leads using a variety of tools including social media, meetings, emails, internet searches, local newspapers, local community venues, other centres etc.
- Carrying out day to day administrative roles i.e. emails, telephone calls, invoicing, information distribution etc.
- Line management of casual leisure staff.
- Ensuring facilities have the required level of staffing for safe and effective operation.
- Identify and maintain records of staff training needs / qualifications.
- Act and carry out the duties of the RLSS (Royal Life Saving Society) “Approved Trainer Centre Coordinator” for and on behalf of the Approved Training Centre/Provider.
- Carrying out regular quality checks and monitoring procedures throughout the letting period during evenings and at weekends.
- Operation of Salto locking system, issuing access cards and ensuring system is up to date.
- Responsible for achieving high standards of customer service/satisfaction.
- Assisting with developing a comprehensive lettings programme for all Trust academies.
- Assisting with facilitating projects and events at all academies during letting periods.

- Attending local meetings to increase the awareness of Trust's lettings programmes and facility letting opportunities.
- Regularly travelling between several academy sites and being on-call for emergencies.
- In relation to the point above, occasional lifting/movement of equipment (both sport/leisure and exam desks, tables and chairs) and light-touch cleaning as and when required.
- Adhering to the Trust's Lone Working / Lettings Policies and Procedures.
- Achieving targets and objectives as set-out by the Business Development Manager.
- Preparing for and attending regular performance meetings.
- Being available on-call during all letting periods to deal with emergency issues or incidents that occur at academy sites.
- Any other duties deemed suitable by the Business Development Manager / Central Services Team commensurate with the salary and title of the post.

Health and Safety

1. Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
2. Co-operate with the employer on all issues to do with Health, Safety & Welfare.

Continuing Professional Development

1. In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with developments.
2. Undertake any necessary professional development as identified, taking full advantage of any relevant training and development available.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this role profile.

Employees are expected to be courteous to colleagues and students, providing a welcoming environment to visitors and telephone callers.

This role profile is current at the date shown, but in consultation with you, may be changed by the CEO or Board of Trustees to reflect or anticipate changes in the job commensurate with the grade and job title.

Person Specification		
This should describe the qualifications, experience, skills and knowledge, which are essential to do the job to a fully competent level.		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ● Good numeracy/literacy skills. GCSE (or equivalent) in Maths and English. ● ICT literate with excellent keyboard skills. 	<ul style="list-style-type: none"> ● National Pool Lifeguard Qualification or willingness to complete. ● Sports Coaching Qualification/s. ● Pool Plant Operators Certificate. ● First Aid Qualification.
Experience	<ul style="list-style-type: none"> ● Ability to complete forms, write letters and reports. ● Ability to exchange complex verbal information clearly. ● Ability to negotiate effectively to achieve best outcomes. ● Ability to manage difficult or controversial exchanges. ● Good experience of maintaining computerised records and systems. 	<ul style="list-style-type: none"> ● Sound experience in supporting financial and administrative services that assist the management and control of financial resources.
Skills/Knowledge	<ul style="list-style-type: none"> ● Able to work as a member of a team dedicated to delivering comprehensive support services. ● Able to contribute effectively to deliver services in a manner that complies with regulatory requirements. ● Good knowledge of relevant policies/standards/regulatory matters. ● Effective use of ICT. ● Knowledge of social media. ● Able to relate to and assist academy staff at all levels. 	
Personal Characteristics	<ul style="list-style-type: none"> ● Ability to respond to advice and guidelines and to follow set procedures. ● Desire and willingness to learn new skills. ● Clean and well presented. ● Calm & pleasant manner, and sense of humour. ● Trustworthy, reliable and punctual. 	
Other	<ul style="list-style-type: none"> ● Willingness to sometimes adjust working arrangements to meet changed circumstances. ● Full clean driving licence and own transport. ● The ability to converse at ease with members of the public and provide advice and information in accurate spoken English is essential for the post. 	