



FOREST HILL SCHOOL

Dacres Road, London SE23 2XN

Boys 11-16, Mixed 16-18

Tel. 020 8699 9343

www.foresthill.lewisham.sch.uk

POST TITLE: Community Lettings Officer
RESPONSIBLE to: Director of Strategy and Resources
SALARY GRADE: Scale 5 point 13 – 15 (£32,205 – £33,204 p.a.)
 Subject to evaluation.
Hourly rate approximately £17.64 - £18.19

The post holder will comply with Health and Safety requirements and specifically will take reasonable care of him/herself and other persons who may be affected by his/her acts or omissions at work (Health and Safety at Work Act 1974), and other relevant employment legislation and good policies.

The Governing Body reserve the right to amend the job description at any time after consultation with the post holder.

MAIN PURPOSE	To support the day to day running of facility lettings under the instruction of the Director of Strategy and Resources.
RESPONSIBILITIES	<ul style="list-style-type: none"> • Locking and unlocking the premises • Secure the premises at the end of the lettings sessions, making sure that facility is protected by the alarm systems • Under instruction from the DS&R, unlock the premises in advance of the lettings to allow for visitors to access the facility in a timely manner • Carrying out security checks, including site perimeter and frequent patrols of the school's grounds • Responding to emergencies affecting the school premises • Responding to complaints in a timely manner • Undertake appropriate training as directed • To provide a reception role, keeping a log of visitors into and out of the building to ensure compliance of fire safety • Maintain a highly visible, friendly and approachable presence during lettings • Demonstrate good environmental practices – recycling and waste collection • Ensure there is no unauthorised access during the hire period

SUPPORT DUTIES	<ul style="list-style-type: none"> • Maintain excellent cleaning standards in all designated areas and those required in support of the Premises team • Setting up equipment per the hirers request e.g. chairs, exercise equipment • Contributing to risk assessments • Safe storage of all cleaning and COSHH materials • Other duties arising from the use of the premises • Where necessary ensure that main entrances and paths are clear of snow or ice by applying salt • Install and remove outdoor PVC advertising banners
CUSTOMER CARE	<ul style="list-style-type: none"> • Present high standards of personal appearance in accordance with the school's ethos and values • Carry out your duties in a polite, efficient and cheerful manner, building relationships with regular users • Act as a brand ambassador for lettings
HOURS OF WORK	<p>As and when hours (claims only) Term Time: Monday-Friday between 5pm-10:30pm Weekends 8:30am - 10:30pm School Holidays: 8:00am – 10:30pm</p> <p>Flexible hours are required on occasions throughout the year to suit the school, including cover for absence, if necessary.</p>
PREFERABLE REQUIREMENTS	<ul style="list-style-type: none"> • Have previous experience from either lettings, security or cleaning type environment • Hold a qualification in H&S
ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> • Be physically able to undertake the manual aspects of this role i.e. moving equipment or furniture • Have awareness of Health & Safety issues • Be comfortable working alone, and in a team • Have excellent communication skills both written and orally (face to face and telephone) • Be comfortable dealing with customer complaints • Have previous experience where customer service has been used i.e. dealing with members of the public
EQUALITIES	<p>Ensure implementation and promotion in employment and service delivery of the Federation's equal opportunities policies and statutory responsibilities.</p>