



**FOREST HILL SCHOOL**

Dacres Road, London SE23 2XN

Boys 11-16, Mixed 16-18

Tel. 020 8699 9343

[www.foresthill.lewisham.sch.uk](http://www.foresthill.lewisham.sch.uk)

**POST TITLE:** Community Lettings Receptionist  
**RESPONSIBLE to:** Director of Strategy and Resources  
**SALARY GRADE:** Scale 3 point 5-6 (£28,545 - £28,977 p.a)  
 Subject to evaluation  
 Hourly rate approximately £15.64 - £15.87

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.**

<b>MAIN PURPOSE</b>	To provide an efficient and professional front of house service for evening holidays and weekend lettings.
<b>RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Undertake reception duties, answering routine telephone and face to face enquiries and signing in visitors</li> <li>• undertake routine administration of school lettings and other uses of school premises</li> <li>• Maintain manual and computerised records/management information systems</li> <li>• Produce lists/information/data as required</li> <li>• Undertake routine administrative procedures</li> <li>• Operate relevant equipment/I.C.T. packages (e.g. word, email, excel, databases, spreadsheets, Internet)</li> <li>• Provide general advice and guidance to visitors, users of the lettings service and members of the public</li> <li>• Report to the Equans helpdesk any facilities issues i.e., damage, wear and tear, heating and cleaning</li> <li>• Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person</li> <li>• Be aware of and support diversity and ensure equal opportunities</li> </ul>

	<p>for all</p> <ul style="list-style-type: none"> <li>• Contribute to the overall ethos/work/aims of the school</li> <li>• Appreciate and support the role of other professionals</li> <li>• Attend and participate in relevant meetings as required</li> <li>• Participate in training and other learning activities and performance development as required</li> <li>• Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department/Section</li> </ul>
<b>SUPPORT DUTIES</b>	<ul style="list-style-type: none"> <li>• Maintain excellent cleaning standards in all designated areas and those required in support of the Premises team</li> <li>• Monitor C.C.T.V. of the venue during the hire period and report as necessary</li> </ul>
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Present high standards of personal appearance in accordance with the school's ethos and values</li> <li>• Carry out your duties in a polite, efficient and cheerful manner, building relationships with regular users</li> <li>• Act as a brand ambassador for lettings</li> </ul>
<b>HOURS OF WORK</b>	<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>
<b>PREFERABLE REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Have previous experience from either lettings, security or cleaning type environment</li> <li>• Hold a qualification in H&amp;S</li> </ul>
<b>ESSENTIAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Be physically able to undertake the manual aspects of this role i.e. moving equipment or furniture</li> <li>• Have awareness of Health &amp; Safety issues</li> <li>• Be comfortable working alone, and in a team</li> <li>• Have excellent communication skills both written and orally (face to face and telephone)</li> <li>• Be comfortable dealing with customer complaints</li> <li>• Have previous experience where customer service has been used i.e. dealing with members of the public</li> </ul>
<b>EQUALITIES</b>	<p>Ensure implementation and promotion in employment and service delivery of the Federation's equal opportunities policies and statutory responsibilities.</p>

## PERSON SPECIFICATION

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<b>EXPERIENCE (Essential Requirements)</b>	General clerical/administrative/financial work
<b>QUALIFICATIONS/TRAINING (Essential Requirements)</b>	NVQ 2 or equivalent qualification or experience in relevant discipline Good numeracy/literacy skills
<b>KNOWLEDGE/SKILLS (Essential Requirements)</b>	Working knowledge of MS Word and email systems Use of relevant equipment/resources Good keyboard skills Ability to relate well to children and adults Work constructively as part of a team, understanding school roles and responsibilities and your own position within these Ability to identify own training and development needs and co-operate with means to address these
<b>APTITUDE</b>	Able to work on own initiative Able to work flexibly and respond to emergencies Organised approach to prioritise work and successfully manage time