PLUME
Maldon's Community Academy

Job Description

Job title: Evening Lettings Supervisor

Main purpose of job:

To supervise the academy's facilities during evening and weekend lettings, ensuring that hirers, visitors and users have safe access to the premises area they have booked whilst maintaining security, safeguarding, health and safety standards, and excellent customer service. The post-holder will act as the academy's representative during lettings and ensure facilities are available, clean, secure and ready for use.

Department: Premises

Location: Plume Academy

Position reports to: Premises & Health & Safety Manager

Position is responsible for: Evening hirers

Length of contract: Permanent, 25 hours per week, 5.00 pm to 10.00 pm, Monday to Friday, (52.14 weeks per annum)

Salary: Band 2 Point 11 in the range of 11 – 16. Actual starting salary £16,567 per annum

Key Responsibilities and Accountabilities

Main Duties:

Lettings Supervision

- To act as first point of contact for all potential lettings at the academy (using both the telephone and email)
- To act as the reception point for evening lettings to meet and greet visitors.
- Ensure facilities are prepared and available for use at the agreed times.
- Welcome hirers, visitors and contractors to the premises.
- Check bookings and ensure users occupy only authorised areas.
- Monitor activities to ensure compliance with school policies and hire agreements.
- Provide assistance and respond to reasonable requests from hirers during their booking.
- To carry out general office duties in relation to lettings, including typing and administrative support as determined by the administration lead
- To be responsible for all administrative aspects of academy lettings including liaison with outside agencies, premises and cleaning teams and other stakeholders as appropriate.
- To work with the finance department to ensure all lettings are invoiced correctly.

Health and Safety

- Ensure compliance with Health and Safety legislation and school procedures.
- Conduct visual inspections of facilities before and after use.
- Identify and report hazards, defects, damage or maintenance requirements.
- Ensure fire exits, emergency routes and access points remain clear at all times.
- Respond appropriately to emergencies, incidents and accidents.

Safeguarding and Site Security

- liaising with caretaking and premises staff to ensure a smooth handover at the end of each evening.
- Maintain site security and challenge unauthorised persons appropriately.
- Deal with emergency situations including leaks, floods, fire alarms etc.
- to ensure all windows and doors are closed in the academy, and all necessary lights are switched off at the end of the day.
- Adhere to the school's safeguarding policies and procedures.
- Report any safeguarding concerns in line with school procedures.
- Ensure visitors sign in and out where required.

Facilities Management

- Set up and put away equipment, furniture and room layouts where required.
- Monitor cleanliness and report cleaning issues.
- Undertake minor caretaking duties associated with lettings to ensure the building is ready for students the following day.
- To complete regular maintenance on the Artificial Grass Pitch (AGP) including driving a small tractor with brush.
- Record any damage caused during lettings and report to the Premises Manager.

Site Opening and Closing

- To be responsible for the final lock up of the building and setting relevant alarms in the building following the conclusion of lettings activities.
- Conduct security checks of the site before leaving.

Record Keeping

- Maintain accurate records of site usage, incidents and issues.
- Complete relevant checklists and reports.
- Record attendance and arrival/departure times where required.

Customer Service

- Act as a professional representative of the school.
- Develop positive relationships with community users and hirers.
- Resolve minor issues and complaints in a courteous and professional manner.

General

- To participate in the appraisal and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To complete all mandatory staff training in a timely manner .

- To complete any other reasonable duty as required by the line manager.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance in the academy's equal opportunities policy.

The Trustees are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment

Date of next review: Annually in line with the PMR process.

Person Specification - Qualifications and Experience	Essential	Desirable
Educated to Level 2 standard of education		✓
Evidence of further professional study including high level administrative experience		✓
Good level of understanding of ICT in Microsoft packages	✓	
High standards of achievement and professionalism	✓	
Excellent communication skills both written and oral and the ability to communicate effectively with students and staff	✓	
Experience of successfully managing whole academy issues and initiatives		✓
Experience of managing staff and students to resolve conflict		✓
Experience of responsibility in a pastoral area		✓
Knowledge, Skills and Abilities	**Essential**	**Desirable**
Thinking creatively to anticipate and solve problems	✓	
Organisational and planning skills including prioritisation of tasks	✓	
Demonstrates outstanding leadership traits and is comfortable as a team player	✓	
Ability to work as part of a team and on own initiative and with resilience	✓	
Staying calm and cheerful when working under pressure	✓	
Sharing and contributing to the aims and ethos of Plume Academy including a positive attitude to working with people with disabilities	✓	
Commitment to the personal development of all students, staff and self	✓	
Knowledge and understanding of safeguarding issues	✓	
Personal Qualities	**Essential**	**Desirable**
Treats people fairly, equitably and with respect to maintaining positive working relationships	✓	
Ability to maintain trust and be highly respected by staff	✓	
Has high expectations and shows a passionate commitment to developing the best in young people	✓	
A creative and imaginative thinker who has the ability to identify innovative solutions to problems		✓
High level of communication skills both written and verbal and ability to address a range of audiences	✓	
Commitment to safe-guarding and promoting the welfare of young people	✓	
Flexible and adaptable	✓	