

**Ernest Bevin College
Job Description**



Title: Lettings Manager All Year Round	Salary: Scale 6 Pt 18- Pt 20 plus pool allowance
Supported by and reporting to: initially SBM	Assisted by: Administrative & Finance Officer

Main Purpose of Role	<ul style="list-style-type: none"> • Undertake reception duties, face to face enquiries and signing in visitors • Based in the Sports Centre Reception area, to assist in the co-ordination of procedures related to the management and security of identified areas being let • Plan, develop and oversee the lettings bookings • Maximise income generation for the college • Manage lettings reception team
Role Responsibilities	<ul style="list-style-type: none"> • To control access to the facility from the Sports Centre reception • To act as the central communication link for lettings with a focus on users of the sports facilities and working with the sports facilities management team • To ensure the reception area and changing areas are constantly neat and tidy thus projecting a professional image • To greet all visitors to the centre, ensuring they are made welcome and ascertaining their requirements, assisting them with general information or passing them on to the appropriate person • To ensure good customer care of all enquiries • Assist vendors with fire evacuation • To inform the SBM, Premises Manager and PE Assistant Principal of Health & Safety or security issues which require immediate action • To monitor usage of the sports facilities and to provide feedback as requested to the SBM • To undertake other discrete areas of responsibility and/or specific projects as may be required and agreed from time to time by the SBM within job grade • Be aware of and comply with policies and procedures relating to Health, Safety and Security and Data Protection, reporting all concerns to an appropriate person • Some basic cleaning in between sessions • Be a registered key holder and ensure the security of the premises as delegated by the SBM <p><u>Pool Maintenance Duties (training will be provided)</u></p> <ul style="list-style-type: none"> • To frequently check pool temperature and pool equipment to ensure that these activities all is working properly • To perform general pool maintenance and cleaning of the pool to a regular programme to ensure that all is working properly and record accordingly • Pool cover responsibility

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Person Specification**



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CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE level or equivalent qualifications or experience 	<ul style="list-style-type: none"> Certificate as Pool Operator Technician or agree to take the necessary course to obtain certification
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in Reception area General clerical / administrative work Proven understanding and delivery of customer care Retail/ Logistics experience Managing a team 	<ul style="list-style-type: none"> Previous experience of working in a leisure environment Awareness of Health & Safety Policies and Swimming Pool procedures Ability to work within a large and diverse educational environment
SKILLS	<ul style="list-style-type: none"> Commitment to work on own initiative and to work flexibly to meet deadlines as set by senior leadership team and all stakeholders Able to communicate clearly with excellent interpersonal skills with adults and young people Reliable with good time management skills Able to be positive and enthusiastic and sympathetic to the needs of others Excellent ICT and organisational skills which meets the objectives of the role Can remain calm when responding to unplanned situations with co-operation and professionalism To have a positive attitude to personal development and training and seek out training opportunities to enhance the role to meet the college's objectives Good understanding of Health and Safety issues Confident in working as part of a team and independently Management and Marketing Skills 	

PERSONAL QUALITIES AND CHARACTERISTICS	<ul style="list-style-type: none"> • Suitable to work with children • Excellent communication skills, both oral and written • Resilience and stamina when faced with busy and demanding situations • Confidence to hold firm with staff, students and third parties when challenged in order to maintain college standards • The drive to help ensure EBC is the best education and lettings provider in the area • Ability to work under pressure, meet deadlines, and establish positive relationships with students, parents. staff and outside agencies • A forward-thinking approach • Ability to be reflective and self-critical • Commitment to the promotion of equality of opportunity • An excellent professional role model (e.g. maintaining an excellent personal attendance & punctuality record) • Maintain confidentiality and adhere to GDPR • Commitment to the college vision, aims and ethos, its community, and the college improvement plan. 	<p>Understand the importance of strategic change</p>
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October 2022