



## **Ripon Grammar School**

### **Job Description**

#### **Facilities Lettings Assistant**

##### **Key Aspects of Role:**

- To provide a customer service role for evening and weekend bookings at the school.
- To be responsible for the Health and Safety of the facilities during the lettings period, under the direction of the Premises Manager. This will include following the emergency and normal operating procedures at the school ensuring that customers comply with the above procedures, reporting any H&S or maintenance issues. Opening and closing of the school's facilities according to prescribed operational procedures, ensuring the security of the premises.
- Overseeing use of the of the school's facilities to help ensure safe practices and acceptable standards of behaviour are observed and to seek to minimise incidences of injuries misuse and damage. This includes regular patrolling of all facilities being used.
- To be responsible for the supervision and issue of equipment to be used by the customers. Where necessary this will involve working with customers in the setting up and tidying away of any equipment required for activities.

##### **Reports To:**

- Premises Manager

##### **Terms and Conditions:**

- NYC Salary Grade CD [pts 3 – 6].
- No guaranteed hours or shift pattern. Work will be allocated by the Premises Manager depending on lettings bookings.

##### **Specific Responsibilities and Duties:**

###### **Core Duties**

- Responsible for the control of users in respect of their behaviour and taking appropriate action when persons fail to comply with operating procedures.
- Responsible for advising customers on the correct use of the facilities. Ensure facilities are clean, fit for use and secure.
- To be responsible for the supervision and issue of equipment for customers use. Where necessary this will involve working with customers in the setting up and tidying away of any equipment required for activities.
- To assist in the cleaning of the facilities, to include basic maintenance tasks and inspections.
- Provide emergency first aid cover and act as the fire warden on site for our customers.
- Must remain on the school site throughout the period of work.

###### **Non-Core Duties** [Not exhaustive and may be altered from time to time]

- Attend team and staff meetings as and when required.
- Undertake training as requested by the Premises Manager.
- Work flexibly where required to meet the needs of the school.
- Ensure that all communication is effective, consistent and reflective of the values of the school.
- Adhere to school policies and procedures.
- Participate in professional and personal development programmes as requires, including training and performance review.

**Any other duties as reasonably requested by the Headmaster or Premises Manager**

### Person Specification

Competencies/Selection Criteria	Criteria*
<b>Qualifications / Experience</b>	
<ul style="list-style-type: none"> <li>A recognised First Aid qualification or a commitment to obtaining one once in post.</li> </ul>	D
<ul style="list-style-type: none"> <li>Awareness of Health and Safety issues and safe practice procedures in a sports facility environment, including child protection.</li> </ul>	D
<ul style="list-style-type: none"> <li>Experience of working in a sports/physical recreation centre and knowledge of working practices in operating a sports/physical recreation centre either as an employee, volunteer or through work experience.</li> </ul>	D
<b>Skills, Knowledge and Ability</b>	
<ul style="list-style-type: none"> <li>Ability to communicate verbally in an effective manner with people of all ages.</li> </ul>	E
<ul style="list-style-type: none"> <li>IT literacy, basic numeracy and an aptitude to learn to use a computer-based booking system and information management systems.</li> </ul>	E
<ul style="list-style-type: none"> <li>Highly organised with ability to prioritise the workload, manage tasks simultaneously and perform effectively under pressure.</li> </ul>	E
<ul style="list-style-type: none"> <li>Able and willing to work unsupervised to achieve goals as a Lettings Assistant on a team shift rota with a variety of responsibilities.</li> </ul>	E
<ul style="list-style-type: none"> <li>Provide excellent customer services and respond constructively to customer complaints and difficulties in a friendly and approachable manner.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to use own initiative, develop new ideas and broker new relationships.</li> </ul>	D
<ul style="list-style-type: none"> <li>Able to handle problems and makes suggestions for improvement.</li> </ul>	D
<ul style="list-style-type: none"> <li>Proactive, enthusiastic and willing to take on a wide range of tasks including setting-out sports and school facilities.</li> </ul>	E
<b>Other</b>	
<ul style="list-style-type: none"> <li>Flexibility to work as part of a shift pattern working weekends and evenings.</li> </ul>	E

(\*) E= Essential D=Desirable

*Please note that because this job may involve working with young people, we will ask you to complete Enhanced DBS check. You must tell us in your application if you have any convictions, bind-overs or cautions, even if they are spent under the Rehabilitation of Offenders Act 1974. Please note that disclosing a conviction does not necessarily bar you from appointment.*