



Ripon Grammar School

Facilities Lettings Assistant

Person Specification

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