

Job description

Lettings Manager



Job Title:

Lettings Manager

Salary:

H5 pro rata,

Actual annual salary £9,887 -
£10,695

Full time annual salary
£27,115 - £29,330

Contract:

Permanent

Part-time, 15 hours per week

Term-time plus 3 weeks (41
weeks)

The Role:

This role supports the Assistant Operations Manager in managing and promoting lettings at the school, and also includes aspects of business development, health and safety, and budgeting and finance.

The core work of this role will be driven by the Assistant Operations Manager.

Main Responsibilities:

The successful candidate will be responsible for (but not limited to) the following:

Lettings Management

- Coordinate and manage the booking of school facilities for a diverse range of users, including community groups, sports clubs, and external organisations
- Develop and implement efficient booking systems and processes
- Monitor and control the lettings calendar to ensure accurate scheduling, balancing the needs of the school and hirers
- Work closely with the site team to ensure the upkeep, security and maintenance of the school premises for lettings.
- Conduct regular inspections of facilities to identify and address any issues.
- Manage the Lettings Assistants and ensure that work is performed to agreed standards.
- Co-ordinate daytime use of the swimming pool to support primary school swimming lessons in collaboration with the Director of Sport

Relationship Management

- Provide excellent customer service to all clients, answering enquiries, resolving issues, and ensuring a positive experience
- Build strong relationships with hirers and staff (e.g. PE, Exams, Site teams)

Business Development

- Lead on attracting new lettings from clubs and groups to maximise income and minimise vacant slots
- Conduct market research to establish pricing for the facilities in line with the market and community user needs
- Promote school facilities, including through the school website
- Coordinate and manage the booking of school facilities for a diverse range of users, including community groups, sports clubs, and external organisations.

Facilities Management

- Work closely with the facilities team to ensure the upkeep and maintenance of the school premises
- Conduct regular inspections of facilities to identify and address any issues
- Monitor health and safety regulations and ensure compliance

Compliance, Health and Safety

- Manage and amend relevant policies as required
- Conduct risk assessments
- Ensure signage and notices are in place, accurate and up to date
- Ensure compliance against the 3G pitch Community Use Agreement

Budgeting and Finance

- Work with the Assistant Operations Manager to produce reports of financial results for LG, Steering Groups and Governing sub-committees
- Provide income projections for all facilities
- Raise invoices on the booking system in liaison with the school finance team to ensure accuracy and provide information as required
- Reconcile payments made and communicate outstanding payments to finance
- Resolve credit control issues in conjunction with the Finance Manager

This job description will also be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Person Specification:

Criteria	Details	Essential	Desirable
Qualifications and training	Degree or higher level education		✓
Experience	Proven experience in facilities management or a related field	✓	
	Proficiency in computer software, including booking systems and financial software	✓	
	Experience in the education sector		✓
Skills and knowledge	Strong organizational and time-management skills	✓	
	Excellent communication and interpersonal skills	✓	
	A customer-focused approach	✓	
	Positive approach and problem solving skills	✓	
Personal qualities	A flexible and adaptable attitude	✓	
	Strong relationship management skills	✓	



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