

CORNWALL COUNTY COUNCIL

School Based

JOB DESCRIPTION

Job Title:	Lettings Administrator/Evening Receptionist
Grade:	D
Hours:	Approx 20 (negotiable)
Responsible to:	Business Manager, Assistant Headteacher – Community, School Administrator, School Secretary, Headteacher, Assistant Headteachers

Direct Supervisory Responsibility for: None

Indirect Supervisory Responsibility for: None

Important Functional Relationships:

Internal: Sports Office, Assistant Headteacher – Community, Business Manager, Premises Manager, Caretakers, School Administrator, School Finance/Admin Team, School Secretary, Headteacher, School Staff, Governors, Pupils.

External: Children, Parents, Members of the Community, Sports Groups, LEA representatives, Suppliers of goods and services, Contractors, Visitors to the school.

Main Purpose of Job

To work from our busy sports college reception in the evening providing a customer care role to people using the College facilities. To administer the College's lettings facilities using the electronic booking facilities. To provide practical support in liaison with the evening caretaker to include helping to maintain security.

Duties and Responsibilities

- 1) To work from our busy sports college reception in the evening whilst after school clubs and community groups use the facilities.
- 2) To be the face of the college during your working hours and providing a customer care role welcoming people using the facilities (i.e. children, adult education, sports groups).
- 3) To undertake administrative tasks such as manning phone calls and answering queries.

- 4) To be responsible for organising the electronic facilities booking system, taking lettings via email/telephone/letter and processing invoices.
- 5) To provide some practical support in liaison with the evening caretaker including helping to maintain security, showing people rooms, access to equipment and addressing facilities issues that arise.
- 6) To undertake typing/word processing of correspondence, standard letters, reports, publications and other documents as required by the Administrative Officer and/or School Management Team.
- 7) To undertake photocopying and document collation as requested
- 8) To undertake filing in accordance with the established systems as requested. To work within and maintain all school established administrative systems and procedures.
- 9) To input new and updated information on the school's computerised system and ensuring all records are maintained and up to date. To assist in the production of reports, lists and other information relating to lettings records as requested.
- 10) To welcome visitors to the school, ensuring signing in procedures are followed, receiving and prioritising incoming telephone calls, dealing with them appropriately including accurately recording messages as required. To liaise with staff, pupils, parents and outside agencies as and when required.
- 11) To maintain at all times the utmost confidentiality with regard to all financial reports, records, personal data relating to staff and other information of a sensitive or confidential nature.
- 12) To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and to raise any concerns relating to such procedures which may be noted during the course of duty.
- 13) To be aware of and adhere to applicable rules, regulations, legislation and procedures including the Schools Equal Opportunities Policy and Code of Conduct, national legislation (including Health and Safety, Data Protection).
- 14) To maintain confidentiality of information acquired in the course of undertaking duties for the department.
- 15) The post holder is responsible for his/her own self-development on a continuous basis.
- 16) To undertake other duties appropriate to the grading of the post as required.

Date Prepared: March 2022

Prepared by: Gemma Ohly, HR Officer, Penryn College

PERSON SPECIFICATION

Job Title: Lettings Administrator

Department: School-based

Person specification prepared by: Gemma Ohly, HR Officer, Penryn College

Date: March 2022

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	Some basic relevant clerical work experience. Ability to use Microsoft Office packages & other related Microsoft products including E-mail.	Clerical work experience in a school/college environment.	Application form/ Interview.
<u>Education & Training</u>	Attainment of GCSE qualifications or equivalent (level 2 standard of education) to include Maths and English.	RSA I Text processing or equivalent.	Application form.
<u>Special Knowledge & Skills</u>	Word processing skills. Typing skills. Communication and organisational skills. Good with people and helping with issues	Audio typing skills.	Application form/ Interview.
<u>Any Additional Factors</u>	Reliable. Discreet & confidential. Able to work on own initiative and as in a team. Comfortable with young people & children. Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people.		Interview.

