

Arden Multi Academy Trust



Job Title: Lettings Steward
Salary Band £9.25 per hour
Contract; Casual – evenings and weekends
Postholder: Vacancy
Line Manager: Trust Lettings Officer

This post is based at either Arden Academy (Knowle), Lode Heath School (Solihull) and Henley in Arden School (Henley in Arden).

Hours of work offered will vary by site but will primarily be evenings (7:00pm-10:00pm) and weekends (8:30am-5:00pm).

Key Responsibilities

To work as part of a team to provide a friendly and courteous service to all users of the school facilities.

Opening Up & Closing Facilities for users of the school

- Arrive with plenty of time before the first session. Open the required buildings and unset the alarm.
- To ensure that the appropriate checks have been conducted prior to the letting commencing.
- Meet and greet hirers and assist with any set up required.
- Ensure the site is safe and clean before locking buildings and arming the intruder systems.
- Communicate with managers before leaving site and completing shift.
- Stewards must remain onsite at all times during their shift.

Specific responsibilities

- Ensure Health & Safety guidelines are adhered to during shift, particularly securing the premises at the end of the shift.
- Use check sheets provided to check facilities at start and end of every shift.
- Be responsible for providing required equipment for activities before start of a hirers session – then putting equipment back at the end of their session.
- Maintain a friendly and courteous manner at all times when dealing with enquiries. Take down details in an accurate and legible manner.
- Ensure that all hirers comply with the terms and conditions of hire and to the times agreed on the hire calendar.
- Adhere to the cleaning rota and ensure cleaning check sheet is signed at each shift.
- Reports any incidents however minor in the communications book.

- To act as a First Aider or Emergency contact (Emergency First Aid Training will be required).
- To undertake other associated duties, such as litter picking or emptying waste bins.
- Lock and alarm buildings once lettings have finished and hirers have vacated premises.

Customer Care

- To carry out your duties in a polite, efficient and cheerful manner building relationships with regular users
- To treat all users with care, consideration and courtesy in accordance with the schools ethos and values
- To promote a favourable image of Arden Multi Academy Trust to all clients
- To present high standards of personal appearance in accordance with the schools ethos and values

Health, Safety and Security

- Physical Effort; the job sometimes may involve a level of physical effort
- The post holder will be required to undertake training as necessary. These include but not limited to Safeguarding, Manual Handling, Fire Awareness, Mental health awareness, Working at Height, COSHH, Homeworking, Legionella awareness, Asbestos awareness, Slips and trips, workplace transport etc.
- Support the School's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection, Safeguarding

Pastoral Care

- Deal with or report, to the nearest member of the teaching staff, incidents that are seen or reported regarding pupils' welfare. The online reporting system CPOMS may be used.
- Manage any issues on site professionally and assertively, maintaining safety at all times.
- Report concerns, issues or incidents to the Facilities Manager.

This job description will 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.

Elements of this job description and changes to it may be negotiated at the request of either the Facilities Manager, Associate Headteacher or the incumbent of the post.

Compiled by: M Bull/A Smith	Revision Number
Approved by: M Murphy	Revision Date - 30/7/2021