**JOB DESCRIPTION**

**Post Title:** Casual Lettings Assistant

**Salary:** Band 5 point 5

**Hours weekly:** No fixed hours between Monday to Friday 5.30pm-10pm & Saturday 9.30-4.30pm. Working times will be determined by bookings. Occasional weekend hours maybe required.

**Responsible to:** Lettings Supervisor

**Job Purpose:**

To be a member of a team of Lettings Assistants, ensuring the smooth day to day operation of The Leisure Venue at Carlton Keighley.

**Duties and Responsibilities:**

**Operational Duties**

**Key Tasks:**

• You will be responsible for creating and maintaining the desired image of Carlton Keighley through a welcoming, friendly approach to all customers.

 • You will be responsible for, but not limited to, the following duties; greeting all customers, signing all bookings in and out of the facility, giving tours of the facility and guiding bookings and customers to their allocated rooms, and dealing with booking requests.

• To ensure the safety of customers through encouraging safe recreation and activity.

• To maintain a high standard of cleanliness at all times.

• To ensure access is available prior to the start times of all bookings.

• To set out and clear away any or all equipment and furniture for bookings as per the booking system.

**Health and Safety**

**Key Tasks:**

• To comply with the requirements of the Health and Safety at Work Act 1974 and all supplementary legislation.

• To carry out audits of all letting’s facilities and equipment and report any damages or issues to the Facilities Coordinator or Amey staff.

• To liaise with the Facilities Coordinator and Amey staff to ensure the site provides a safe, quality environment at all times.

• To ensure that any defect or damage to the building or items of equipment is reported to the Facilities Coordinator or Amey staff.

• To report all serious incidents and/or serious First Aid injuries to the Lettings Supervisor\Premises Manager

**General**

 **Key Tasks:**

• To ensure you are physically fit to carry out your duties at all times.

• Maintain confidentiality and observe data protection guidelines.

• To carry out other reasonable duties as may be required.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** | **Assessment Method** |
| **Health and Fitness** | Must be able to attend on a regular basis. |  | References from current/ previous employer. |
| **Experience** | Must have worked with the public | Previously worked in a customer facing role. | Information from application for and at interview. |
| **Skills (Generalist)** | Good interpersonal skills. | Organisational skills. | At interview. |
| **Skills (Specialist)** | Customer Care. | Keyboard Skills. |  |
| **Educations and Qualifications** | None. | First Aid at Work Certificate. | Obtain copies of any qualifications. |
| **Interpersonal and Social Qualities** | Good communicator Friendly outgoing, personality, Able to work shifts. |  | At interview. |
| **Disclosure and Barring Service** |  |  | On offer of appointment, successful candidate to have DBS check done. |