



MERCHANT TAYLORS'
School

Job description	
The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment	
The School	Merchant Taylors' School is a large Independent Boys' School, situated in 286 acres of parkland in Northwood, Middlesex. The School was founded in 1561, is owned by the Merchant Taylors' Educational Trust and moved to its present site in 1933. There are four distinct boys' day schools on campus. The Nursery, the Pre-Prep & the Prep cater for 370 boys, while the Senior School has over 960 pupils. The School employs over 110 teachers and 160 Support staff across Merchant Taylors' School.
Job title	Lettings Assistant
Function	Support Staff
Reports to	Lettings Manager
Line management duties and responsibilities for	N/A
Summary of role	<p>The Lettings Assistant will be pivotal in ensuring the smooth operation of the School's facilities and Cricket Centre, providing customers with an exceptional experience. The job holder will play a key part in promoting the School's facilities and fostering a positive environment.</p> <p>The job holder will be required to take bookings for all facilities, be the first point of contact for customer queries, providing timely and helpful responses to ensure customer satisfaction.</p>
Main duties and responsibilities	<ul style="list-style-type: none">➤ Ensuring the Lettings facilities are ready for use, unlocking doors & gates and turning on floodlights when required.➤ Supporting Lettings customers during periods of hire.➤ Provide a warm, welcoming experience for clients and visitors.

	<ul style="list-style-type: none"> ➤ Handle incoming calls professionally. ➤ Keep the reception area neat and organised. ➤ Point of contact for all users as well as maintaining and managing the booking system. ➤ Manage bookings and prevent double booking, ensuring an optimal experience for all. ➤ Promote a customer-focused environment, generating excellent customer relations and care. ➤ Opening and closing of the Julian Hill Cricket Centre and other facilities as required. ➤ Support and supervise functions and larger events when required during holiday periods and evenings and weekends. ➤ Assisting in planning and executing social media campaigns to highlight the School's facilities. ➤ Capture photos of facilities and events as needed to enhance social media posts. ➤ Making sure all areas and facilities are kept clean and tidy, and equipment is maintained. ➤ Assist clients in adhering to scheduled time slots to prevent overuse and ensure smooth transitions between appointments. ➤ Replenish supplies e.g., pool shoes, vending machines, soap dispensers, toiletries, and toilet paper when on shift. ➤ Basic housekeeping responsibilities, including cleaning up spills and vacuuming. ➤ Maintain a professional appearance in accordance with our company uniform standards. ➤ Willingness to wear and maintain the company-provided uniform in a clean and presentable condition. A company uniform will be provided, you will be responsible for keeping it clean and presentable. ➤ Car park management, when required. ➤ To undertake any other duties as may be reasonably required and requested by your line manager to meet the School's priorities and demands.
<p>Safeguarding responsibilities</p>	<p>It is the post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact and to adhere to and always ensure compliance with the School's Safeguarding Policy Statement. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the headmaster</p>

Person Specification

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	Essential	Desirable	Method of assessment
Qualifications	GCSEs (or equivalent) in English and Maths at grade 4 (equivalent to a C) or above is desired.	First Aid at Work.	Production of the Applicant's certificates Discussion at interview Independent verification of qualifications
Experience		Experience of working within the sports/leisure industry, front of house. Experience of working within cricket clubs. Working in a school or other educational environment.	Contents of the Application form Interview Professional references
Skills	IT proficient in Microsoft applications e.g. Word and Outlook. Professional telephone manner. Able to work independently. Strong time management and organisational skills to maintain efficient client flow.		Contents of the Application form Interview Professional references

	Excellent communication and interpersonal skills for professionally addressing time-related issues with clients.		
Knowledge		<p>Basic understanding and awareness of the cricket environment.</p> <p>Experience of working with booking systems</p> <p>Familiarity with popular social media platforms, such as Facebook, Instagram, LinkedIn and X.</p> <p>Experience of networking and building customer relationships.</p> <p>Ability to create content that aligns with our brand and engages our audience.</p>	<p>Contents of the Application form</p> <p>Interview</p> <p>Professional references</p>
Personal competencies, qualities, attitude, and behaviours	<p>Strong communication and interpersonal skills.</p> <p>Customer orientated.</p> <p>Proactive, self-motivated and able to use initiative.</p> <p>Able to make clear, confident decisions even under pressure.</p>		<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>

	<p>Identifies opportunities for improvement and takes initiative to act on them.</p> <p>Able to be flexible in terms of timings and work hours.</p> <p>Excellent time management.</p>		
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General Conditions

Start date	February 2025
Hours	<p>Shift Pattern</p> <p><u>September to April (Inclusive)</u></p> <p>Week 1 (20.5 hours):</p> <p>Monday, Wednesday, and Friday 6.00pm - 9.30pm</p> <p>Sunday 9.00am-8.00pm</p> <p>Week 2 (13 hours):</p> <p>Tuesday and Thursday 6.00pm -9.30pm</p> <p>Saturday 10.00am-5.00pm</p> <p><u>May to August (Inclusive)</u></p> <p>Week 1 (20.5 hours):</p> <p>Monday, Wednesday, and Friday 5.00pm - 9.30pm</p> <p>Sunday 9.00am-5.00pm</p> <p>Week 2 (13 hours):</p> <p>Tuesday and Thursday 6.00pm -9.30pm</p> <p>Saturday 10.00am-5.00pm</p> <p>One-hour unpaid lunch on weekends</p>
Salary	Starting salary from £10,452 per annum
Holiday	25 days per annum
Other benefits	<p>15% employer contribution to a defined contribution pension scheme (Contributory)</p> <p>Life cover 4 x annual salary and income protection.</p> <p>Access to a cash flexible benefit in lieu of pension contribution</p>

	<p>Access to several lifestyle benefits including Cycle to Work, ULEV cars, and retail discount vouchers via our benefit provider.</p> <p>(all of the above subject to eligibility criteria)</p> <p>Use of School leisure facilities, including pool, gym, and lake. Lunch provided free of charge when the School Catering Department is open. Free parking on site, with access to electric vehicle charging (payable via app)</p> <p>This position provides training and career development opportunities.</p>
Closing date for applications	<p>Friday 31st January 2025, 9am</p> <p>Please apply as soon as possible as shortlisting/interviews will progress up until the closing date.</p> <p>Should a suitable candidate be appointed, we reserve the right to close the advert early.</p>
Interviews to be held	<p>w/c 3rd February 2025</p>

Merchant Taylors' School is an equal opportunities employer committed to safeguarding and promoting the welfare of children. As this role will bring you into contact with children you are expected to share this commitment. This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).