**Community Duty Officer**

**(based at Shenley E-ACT Academy)**

**JOB DESCRIPTION**

**Role Purpose:**

E-ACT are seeking to appoint part time Community Duty Officers to be based at E-ACT Shenley Academy in Birmingham. The purpose of the role is co-ordinate the academy’s lettings programme ensuring that a balance is made between academy needs and lettings.

Ensuring the academies facilities are set-up, monitored and tidied appropriately at weekends whilst being used by third parties. Undertaking opening and monitoring of the academy premises during periods of hire and act as the main point of contact for all users whilst on duty.

The successful applicants should be able to work weekends on a casual basis.

The successful applicant must liaise with the Site Facilitator and all other facilities staff to ensure that the standards of the facility are maintained to the highest level.

**Key Accountabilities:**

* Respond to Lettings enquiries in a timely and courteous manner
* Maintain records of hirers including booking forms, insurance documents and VAT declarations
* Develop and manage the bookings system and ensure registers of users are maintained to enable accurate billing
* Liaise with operational colleagues as appropriate on any possible impact on or further links with community users
* Be responsible for the security of internal premises and the immediate perimeter of the school building, calling for assistance if necessary.
* Inspect all areas prior to use by the public and ensure all areas are safe, warm, well-lit and accessible as per booking. This may involve some cleaning tasks as and when required.
* Report and record any defects in the building's fabric, which constitutes a hazard to staff, or the public's Health and Safety, to the Site Facilitator.
* Be responsible for all sports equipment e.g., badminton nets and posts, aerobic steps, goal posts etc; and to ensure that they are set up, put away and stored safely
* Understand and follow the Academy’s Fire Safety procedures for community use
* Be willing to undertake First Aid Training
* Ensure all accidents are recorded and reported to the appropriate personnel.
* Assist where appropriate with the collection and safe storage of all monies.
* Participate in training and other learning activities and performance development as required

Any other appropriate work/duties applicable to the grade of the post as may be directed by the line manager

**Personal Attributes**

* Excellent communication skills, both verbal and written
* Punctual
* Consent to enhanced DBS clearance
* Ability to work as part of a team
* Ability to liaise with senior members of the team
* Well organised and flexible
* First aid trained (desirable)
* Must wear Academy branded uniform and ID badge at all times

**Culture**

* Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT’s policies and procedures, reporting all concerns to an appropriate person.
* To have an understanding of and work within the requirements of GDPR at all times and comply with E-ACT policy in terms of data protection
* Responsible for working in accordance with E-ACT’s policy relating to the promotion of Equality, Diversity and Inclusivity
* Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

**PERSON SPECIFICATION**

Whether you’re a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

* We want everyone to ***think big*** for yourselves and for the world around you;
* We want everyone to ***do the right thing*** in everything you do, even when this means doing something that’s hard, not popular or takes a lot of time;
* We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

**OUR VALUES**

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| **Thinking Big** | * Show energy, enthusiasm and passion for what you do
* Demand the highest quality in all that you do, and in the work of your team
* Willing to champion new ideas and think beyond the status quo
* Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better
* Be open to new ideas and change where it will have a positive impact on the organisation
* Show a willingness to embrace different ideas and ways of thinking to improve E-ACT
* Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work
* Commitment to self-development, and developing your wider Team
* Ability to self-reflect on yourself, your performance, and to think about how this could be improved further
* Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence
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| **Doing the Right Thing** | * Have integrity and honesty in all that you do
* Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work
* Take responsibility and ownership for your area of work
* Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils
* Be transparent and open
* Be resilient and trustworthy
* Stand firm and stay true to our mission
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| **Showing Team Spirit** | * Understand how you can have a greater impact as a team than you can as an individual
* Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission
* Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level
* Recognise and celebrate the success and achievements, no matter how small, of your colleagues
* Be generous with sharing your knowledge to help to develop others
* Understand and be willing to receive suggestions and input on your area of work from others
* Support your colleagues, even when this means staying a little later, or re-prioritising some of your work
* Be aware of other peoples’ needs and show an ability to offer genuine support
* Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams
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**KNOWLEDGE, EXPERIENCE & SKILLS**

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| **Requirement** | **Assessed at** |
| **E –** Essential | **A –** Application Stage |
| **D –** Desirable | **I –** Interview Stage |
|  | **P –** During the probationary period |

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|  |  | **E** | **D** | **A** | **I** | **P** |
| **Organisational Fit** | Thinking Big | X |  | X | X | X |
| Doing the Right Thing | X |  | X | X | X |
| Showing Team Spirit | X |  | X | X | X |
| **Knowledge** | Minimum of 5 GCSEs grade 4-9 including Maths and English (or equivalent) |  | X | X | X |  |
| Current First Aid qualification (or willing to work towards) | X |  | X | X | X |
| Awareness of child protection/safeguarding with up to date training (or willingness to undertake training) | X |  | X | X | X |
| Knowledge of school standards and procedures or willingness to train | X |  | X | X | X |
| Knowledge of health and safety regulations within a school environment |  | X | X | X | X |
| **Experience** | Experience in a customer facing role |  | X | X | X | X |
| Working in a socially and culturally diverse school community |  | X | X | X | X |
| **Skills** | Demonstrate ability to deal with sensitive and emotional situations | X |  | X | X | X |
| Able to maintain discipline, command attention and encourage high standards of pupil behaviour at all times  | X |  | X | X | X |
| Ability to communicate effectively with a wide range of stakeholders including colleagues, parents and children | X |  | X | X | X |
|  | Ability to work under supervision, as a member of a team and individually | X |  | X | X | X |