

TRELOAR TRUST

JOB DESCRIPTION

Post: Lettings & Venue Coordinator

Location: Holybourne

Reports to: Head of Estates

Role Summary: To coordinate and promote lettings and venue hire opportunities across the Trust, maximising income through the effective marketing, booking and management of facilities including meeting rooms, halls, sports facilities, the swimming pool, hydrotherapy pool, gymnasium and residential accommodation.

The postholder will deliver an excellent customer experience from enquiry to event completion, ensuring facilities are presented to a high standard and events are delivered safely and professionally.

The role will also support business development, increase facility utilisation and raise the profile of the Trust's facilities within the local community.

Key Responsibilities

Business Development, Marketing & Venue Sales

- Act as the first point of contact for all lettings, venue hire and meeting enquiries.
- Proactively promote and sell Trust facilities to external organisations, community groups, businesses and individuals.
- Maximise income generation through the effective promotion and utilisation of all Trust facilities.
- Identify opportunities to increase income through the use of underutilised spaces and services.
- Develop and maintain strong relationships with existing and prospective customers to encourage repeat business and referrals.
- Prepare and issue quotations, hire agreements and contracts for customers.

- Promote a diverse range of facilities including:
 - Swimming Pool
 - Hydrotherapy Pool
 - Gymnasium
 - Sports Hall and Community Halls
 - Meeting and Conference Rooms
 - Residential Accommodation
 - Outdoor Spaces
 - Other Trust Facilities and Venues
- Develop, maintain and regularly review promotional materials, brochures, price lists, venue guides and lettings documentation, ensuring information remains accurate, current and commercially focused.
- Take responsibility for the lettings and venue hire sections of the Trust website, ensuring content is up to date, engaging and effectively showcases all facilities available for hire.
- Create and update marketing content, photography, promotional campaigns, adverts and customer case studies to increase awareness and bookings.
- Work closely with colleagues to promote lettings, meetings and venue hire through the Trust website, social media platforms, newsletters and other marketing channels.
- Monitor website enquiries and online booking activity, identifying opportunities to improve customer engagement and increase revenue.

Venue hire & Lettings Coordination

- Manage the complete booking process from initial enquiry through to event completion.
- Advise customers on suitable facilities, room layouts, equipment requirements and support services.
- Coordinate meetings, training sessions, conferences, community activities, sporting venue hire, residential lets and special events.
- Ensure all bookings are accurately recorded and communicated to relevant departments.
- Monitor venue utilisation and occupancy levels to maximise income opportunities.
- Maintain booking systems, customer databases and event records.
- Produce facility schedules and booking reports as required.

Planning & Delivery

- Coordinate all operational requirements associated with venue hire and lettings.
- Arrange staffing requirements including caretaking, cleaning, catering, lifeguards, security and technical support where required.
- Coordinate room layouts, equipment setup, signage, visitor information and access arrangements.
- Act as the principal point of contact for customers before, during and after venue hire.
- Ensure all customers receive a professional, welcoming and high-quality service.
- Resolve customer enquiries, concerns and operational issues promptly and effectively.
- Obtain customer feedback and identify opportunities for service improvement.

Operational Management

- Liaise with internal departments to ensure facilities are available, safe and appropriately prepared for use.
- Coordinate maintenance and operational requirements to minimise disruption to bookings.
- Conduct pre-event and post-event inspections of facilities.
- Report maintenance issues, damage and cleaning requirements promptly.
- Ensure facilities are presented to a high standard and reflect the Trust's expectations for customer service.
- Support the efficient day-to-day operation of all lettings and venue hire spaces.

Health, Safety & Compliance

- Ensure all venue hire agreements and lettings comply with relevant health and safety regulations, safeguarding requirements and Trust procedures.
- Undertake and review risk assessments where required.
- Monitor customer compliance with venue hire conditions and operational procedures.
- Maintain accurate records relating to accidents, incidents and safety checks.
- Ensure emergency procedures and evacuation requirements are communicated and adhered to.

Administration & Reporting

- Maintain accurate booking, customer and financial records.
- Raise invoices and monitor income associated with lettings and venue hire.
- Produce regular reports on venue utilisation, income generation, customer feedback and performance against targets.
- Maintain and update all lettings and venue hire documentation, literature and marketing materials.
- Ensure the Trust website, online booking systems and promotional platforms accurately reflect available facilities, pricing, venue hire information and booking procedures.
- Support the development and implementation of marketing and business development strategies aimed at increasing utilisation of the swimming pool, hydrotherapy pool, gymnasium, halls, meeting rooms, accommodation and other Trust facilities.
- Contribute to annual budgets, income forecasts and commercial development plans relating to lettings and venue hire.

Other duties

- To support the Trust in safeguarding and protecting the welfare of all students.
- To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and data protection, reporting concerns to an appropriate person.
- To maintain and develop own professional knowledge and awareness.
- To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
- This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust
Estates
October 2026

PERSON SPECIFICATION – Lettings & Venue Coordinator

MINIMUM CRITERIA	DESIRABLE CRITERIA
Qualifications • Good general education to GCSE level including English and Maths at grade C or above (or equivalent).	
Knowledge and Experience • Experience of coordinating events, meetings, venue hire or commercial lettings. • Experience of working within a customer-focused environment. • Experience of managing multiple bookings, projects or competing priorities. • Experience of administrative and financial record keeping. • Experience of promoting services, facilities or events.	• Experience within education, leisure, hospitality, events or venue management. • Experience of income generation or business development activities. • Experience of website content management and digital marketing. • Experience of using booking management systems.
Skills and Abilities • Excellent customer service and relationship management skills. • Strong communication and interpersonal skills. • Ability to identify, develop and maximise commercial opportunities. • Strong organisational and planning skills. • Excellent attention to detail. • Ability to prioritise workloads and work independently. • Competent use of Microsoft Office applications and database systems. • Confidence in promoting facilities and services to prospective customers. • Ability to produce high-quality marketing and promotional materials.	• Understanding of venue hire, events management or leisure operations. • Knowledge of website content management systems and social media platforms. • Knowledge of health and safety requirements relating to events and public facilities. • Understanding of budgeting, invoicing and income monitoring.
Personal Qualities • Professional, enthusiastic and customer-focused approach. • Commercially aware with a proactive attitude towards income generation. • Flexible and adaptable approach to work. • Strong team player with the ability to build positive working relationships.	

• Commitment to delivering excellent customer experiences.	
Personal Circumstances • Flexibility – occasionally, some weekend or evening working may be required; willingness to undertake additional tasks •	
TRELOAR TRUST IS COMMITTED TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS All successful candidates will be subject to a DBS Check along with other relevant employment checks	

**BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT
TO THE TRUST'S EQUAL OPPORTUNITIES POLICY.**