**JOB DESCRIPTION**

**PUBLIC HEALTH**

**JOB TITLE:** SENIOR DUTY OFFICER / (MILL HOUSE LEISURE CENTRE)

**DIVISION:** SPORT & RECREATION

**GRADE:** Band 8

**RESPONSIBLE TO:** FACILITIES MANAGER

**POST REFERENCE NO:** 106352

# Purpose of Post – Senior Duty Officer

Acting as part of the management team under the direction of the Facilities Manager / Assistant Managers undertake day to day supervision of staff and activities ensuring facilities are safe, clean and prepared for use. Safe operation and maintenance of pool plant ensuring required water quality levels. Acting as a key holder to open and close the facility and ensure adequate staffing levels are met.

# Relationships – Senior Duty Officer

1. Working with all sections of the community, including individuals and groups, in promoting the provision, availability and benefits of active participation in sport and physical activity in general.
2. To liaise with all Council Departments to ensure the effective and efficient delivery and co-ordination of activity programmes and services.

**Main Duties and Responsibilities – Senior Duty Officer**

1. To be responsible under the direction of the Facilities Manager / Assistant Managers for the day to day supervision and monitoring of staff, the public and Centre activities ensuring that facilities are prepared and ready for use.
2. Under the direction of the Facilities Manager / Assistant Mangers update attendant staffing rotas making sure the facility operates within the agreed staffing levels

1. To be responsible for the general operation, maintenance and upkeep of the pool plant, ensuring good quality water standards through a system of backwashing, water testing and corrections to pool chemical balance.
2. To be responsible for the security of the building ensuring the opening and closing of the Centre as prescribed by the agreed operational hours
3. In the absence of a management representative, to assume control and responsibility for the Centre.
4. Act as the initial point of contact, liaising with Centre users, contractors etc. in dealing with comments, complaints, queries and any servicing or goods deliveries.
5. Assist in the provision of the facilities/activities/programmes of use ensuring a safe environment is available at the prescribed times in accordance with the booking system and operational requirements, specifically safe levels of staffing.
6. To contribute to the continuous improvement of the Centre’s performance against agreed targets through maximising use of the facilities, increasing participation, adherence to quality monitoring systems and adopting good customer care practice.
7. Undertake routine inspections of buildings, plant and equipment providing reports back to the Facilities Manager / Assistant Managers.
8. Under the direction of the management team, carry out and/or arrange for repairs and maintenance of buildings, plant and equipment where required.
9. Operate a stock control system on all pool chemicals, cleaning, first aid and resale stock and, as part of the management team and re-order when required.
10. Assist in the training of staff via basic skills on the job training, health and safety and emergency procedures.
11. To assist in carrying out all attendants duties, adopting a hands-on approach according to operational requirements.
12. Attend Facility Management Meetings and Service Accreditation Audits as advised by the Facilities Manager.
13. As directed by the Facilities Manager undertake attendant supervisions and appraisals using HBC’s “Corporate Competency Based Appraisal Scheme”
14. As directed by the Facilities Manger take responsibility for specific areas of industry accreditation standards and provide the relevant information during inspections and audits – for example under the Leisure Facility Management Quality Assurance Scheme “Quest” Operations 1 – Cleaning and Housekeeping
15. As directed by the Facilities Manager actively provide information as required in the Leisure Facilities Team Business Plan
16. Monitor and National Pool Lifeguard Training using the information available and provide the Facilities Manager / Assistant Managers with details of staff not meeting the minimum requirements or concerns on performance raised by the National Pool Lifeguard Trainer Assessors.
17. As directed by the Facilities Manager / Assistant Managers undertake “Return To Work Interviews”
18. As directed by the Leisure Operations and Development Manager and in the extended absence of Facilities Manager / Assistant Mangers act up and cover the Assistant Managers position
19. Any other duties of a related nature which might reasonably be required and allocated by the Leisure Operations and Development Manager, Facilities Manager or Assistant Managers.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 19th February 2016

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**