



Duty Officer - Job Profile

Grade F

Group: Public Health & Wellbeing

Service: Leisure Services

Location: Various

Line Manager: Operations Manager

Job Purpose

Ensure that leisure facilities are open and closed, operate effectively during opening hours, ensure that the facility is appropriately staffed, is clean and that programmed activities take place as set out in the facility timetable

Key roles of the post will:

1. To fulfil key holding responsibility and ensure the building is opened and closed, and all appropriate checks are carried out prior to customers entering the building. Ensure the building is safely and securely closed at the close of business.
2. To oversee the effective operation of the leisure facility through the supervision of leisure facility staff on a daily basis and ensure that all work undertaken is in accordance with the job profile and operational procedures.
3. To allocate staff duties and responsibilities and manage arrangements for staff on shift, including arranging of cover to maintain effective operations of all activity on site.
4. Be responsible for daily maintenance / safety checks as required (including pool, pool plant inspection and gym equipment).
5. To ensure the effective and safe operation of the swimming pool water circulation system (Pools only).
6. To arrange and supervise (including personal involvement as required) including portage, poolside cleaning duties as required, spot cleaning duties i.e. spillage, litter, waste bins, minor repairs and maintenance tasks as required, equipment changeovers, storage and care and cleaning schedules and duties.



7. To communicate effectively with, customers, front line employees and with facility management to ensure a high standard of service is delivered.
8. Respond to customer feedback including complaints, accidents, safety and guidance.
9. To contribute to the programming of activities and events within the facility.
10. Cover the duties and responsibilities of roles across the leisure facility as required.
11. Any other duties within the purview of the grade.



Knowledge, Experience & Qualifications

Essential criterial

Knowledge of:

- Experience of supervising a range of staff.
- Pool plant operation
- A commitment to continued professional development and service improvement.
- Relevant legislation and professional issues.
- The principles of continued professional development and service improvement initiatives.
- Responsibility for ensuring cash is managed in accordance with financial regulations

Qualification:

- A valid First Aid at Work certificate and EAD operator
- Royal Life Saving Societies National Pool Lifeguard Qualification (Pools).
- National Pool Plant Operators Certificate (Pools only).
- 5 GCSE grades A to C or equivalent.

Desirable

Knowledge:

- Knowledge of service improvement initiatives.
- Income generating opportunities in leisure

Qualifications:

- Membership of an appropriate professional institute or hold the Institute of Sport and Recreation Managers
- Current driving licence and access to a car, or means of mobility support.

Experience:

- The range of roles and responsibilities carried out within the facility.
- Computer literate.
- Good communication skills.



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences