

Job description

Job title:	Duty Officer
Grade:	Dorset Grade 7
Job evaluation reference:	HF703
Job family:	Hospitality & Facilities

Purpose and impact

1. To have operational management responsibility for the day to day operations of the facility.

Key responsibilities

2. Responsible for the day to day operations of the leisure facility.
 - a) To open up the leisure facility at the allocated time and undertake a pre-opening inspection to ensure that the building and equipment are safe, clean and suitable for public use.
 - b) To lock up the leisure facility securely at the appropriate time and actively undertake a pre-closing inspection to ensure that the premises are empty, secure, the alarm system is activated, and that the facility is ready for the next day.
 - c) To take adequate precautions to ensure the safety of the Centre's monies, petty cash, property and buildings.
 - d) Ensure that the cashing up and reconciliation of all tills are completed during the relevant shift period.
 - e) Undertake a safe analysis at the beginning and end of each shift and ensure that the safe and building keys are kept secure at all times.
3. Ensure all customer care is adequately met.
 - a) Deal positively with customer complaints that cannot be resolved at the first point of contact and record and report the complaint in accordance with the Council's complaints procedure.
 - b) Implement, or where necessary, report any areas for improvement that have been identified by the complaint and/or feedback.
 - c) Administer First Aid where required having a high regard for the wellbeing of the injured person.
 - d) Ensure that all accidents/incidents are dealt with in a positive and supportive manner and recorded in accordance with the Council's procedures taking appropriate measures to remove or cordon off any hazardous areas/equipment.
 - e) Carry out emergency procedures and evacuations when required maintaining a positive, supportive and controlled manner throughout
4. Provide staff supervision and promote a positive, professional and enthusiastic working environment.
 - a) Lead by example at all times, demonstrating a positive, enthusiastic and professional attitude.
 - b) Ensure that sufficient cover is maintained in key areas during busy periods and provide cover if required.
 - c) Provide lifeguard cover, as required, to ensure compliance with the Pool Safety Operating Plan.



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- d) Provide reception cover, as required.
 - e) Supervise and support staff during major changeovers.
 - f) Encourage all staff to perform in a satisfactory, professional and efficient way, having high regard for all users of the leisure facilities and the reputation of the Council.
5. Ensure that all facilities are clean and comply with health and safety standards.
- a) Undertake the health and safety, cleaning and maintenance checks in accordance with the Council daily health and safety check sheet.
 - b) Monitor all plant areas and undertake daily pool water testing to ensure that pool water quality is maintained.
 - c) Monitor corridors and emergency exits throughout the shift to ensure that they are free from obstructions.
6. Provide administrative support to the Senior Management Team.
- a) Support the Centre management team by providing administrative assistance when required.
 - b) Be proactive in recommending service areas improvement and support the Senior Management Team in their delivery.
7. Other duties commensurate with the role.
- a) Attend, and proactively contribute to in all meetings and identifying innovations and/or areas for improvement for the Council maximising its assets
 - b) Support the operational staff in carrying out their duties and provide cover for sickness absence or during busy periods in all areas of the Sport Centre.
8. The post is subject to an Enhanced DBS check.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

9. Reporting to: Appropriate Duty Manager
10. Responsibility for: Shared supervision of duty staff

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	NVQ Level 3 or equivalent qualification/experience
2.	Emergency First Aid at Work Qualification or the ability to gain the qualification
3.	National Pool Lifeguard Qualification or the ability to gain the qualification
Experience	
4.	Experience of working in the Leisure Industry
5.	Supervisory/leadership experience
6.	Experience of maintaining public facilities
Skills, abilities & knowledge	
7.	Excellent verbal and written communication and interpersonal skills
8.	Ability to follow procedures and guidance
9.	Highly organised
10.	Proficient in the use of Microsoft Office, Word, Excel and Outlook
11.	Good understanding of all relevant Health and Safety
12.	Good understanding of Safeguarding
Behaviours	
13.	Respect
14.	Responsibility
15.	Recognition
16.	One Team: Collaboration
Other	
17.	Able to work a shift pattern that will include evenings, weekends and bank holidays
18.	Enhanced DBS Check

Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualification	
19.	Coaching qualification
20.	Leisure qualification
Experience	
21.	Experience of working in a wet/dry facility
Skills, abilities & knowledge	
22.	Ability to utilise and learn from specific performance measures



23. A good understanding of Emergency Action Plans and Normal Operating Procedures
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Approval			
Manager	Sports Centre Manager	Date	August 2021

