

JOB DESCRIPTION

Commercial Operations	
POST: Senior Duty Officer – Customer Services	BCP Band I
RESPONSIBLE TO: Operations Team Leader	RESPONSIBLE FOR: Customer Service and Administration Officers and Bar and Catering Assistants (16-49 staff)

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop and working practices change to meet the demands of the service, new legislation or policies of the Council. It is expected that the post holder will contribute to and assist in the development of such changes.

JOB PURPOSE

To have operational management responsibility for the specific facility or facilities that are managed by the BCP Leisure team on any one date. To be a lead officer for the development of an excellent customer and administration service to support the smooth running of the leisure services and facilities managed by the Council.

KEY ROLES AND RESPONSIBILITIES

- 1. Manage, develop and deliver the effective operation of customer services and administration.**
- 2. Manage the effective operation of catering services.**
- 3. Operation and development of ICT systems and applications relating to the Leisure Complex under the guidance of the Council's ICT Team and external contractors.**
- 4. Management of day-to-day financial procedures in line with the financial regulations of the Council.**
- 5. Provision of personnel support to the Leisure Complex Team under the guidance of the Council's HR Team.**
- 6. Lead and manage a team of Customer Service and Administration Officers and Bar and Catering Assistants**
- 7. To act as a Duty Officer**
- 8. Other**

KEY TASKS

- 1. Manage, develop and deliver the effective operation of customer services and administration.**

- (a) Produce weekly rotas for Commercial Leisure Relations Officers, with the appropriate staff levels required to deliver a high standard front of house service
- (b) Proactively identify ways of improving the customer access channels to help maximise the efficiencies of the service.
- (c) Deal with enquiries or more detailed complaints in matters relating to customer services.
- (d) Develop and review policies and procedures relating to catering, customer service and administration and ensure their effective implementation.
- (e) Manage all bookings across the Leisure Complex
- (f) Initiate and process invoices, ensuring that customer records are kept up to date and regular contact is maintained to ensure overdue debts are kept to a minimum.

2. Manage the effective operation of catering services.

- (a) Produce weekly rotas for bar and catering assistants, with the appropriate staff levels required to deliver a high standard front of house service
- (b) Deal with enquiries or more detailed complaints in matters relating to catering.
- (c) Develop and review policies and procedures relating to catering and ensure their effective implementation.
- (d) Manage all catering bookings
- (e) Ensure the processing of all orders and invoices, to maintain adequate stock levels for the catering service
- (f) Responsibility for the vending machine contract

3. Operation and development of ICT systems and applications relating to the Leisure Complex under the guidance of the Council's ICT Team and external contractors.

- (a) Act as the point of contact for matters relating to ICT systems and applications, in particular relating to operational issues.
- (b) Actively engage with system providers and the Council's ICT Team to identify ways of adapting the systems to meet the requirements for products and offers available to the customer.
- (c) Develop the ICT systems for collating and managing data for the purpose of evaluating levels of participation and income.
- (d) Programme till systems to ensure that information and activity costs are current and up to date.

4. Management of day to day financial procedures in line with the financial regulations of the Council.

- (a) Manage the processing and collection of monthly Direct Debit fees within the required timescales
- (b) Ensure daily banking and weekly returns are recorded and processed in line within Accountancy timeframes
- (c) Oversee the monitoring of monthly BACS returns and support the administration assistants where necessary. Ensure dishonoured direct debit payments are dealt with in line with audit recommendations.
- (d) Monitor the raising of orders and the payment of invoices using the Council's finance system and support the administration assistants with any queries.
- (e) Work closely with Audit to ensure that audit recommendations are swiftly actioned and communicated to all relevant staff.

5. Provision of personnel support to BCP Leisure under the guidance of the Council's HR Team.

- (a) Responsible for the completion of all employee starter documentation, ensuring that all necessary paperwork is forwarded onto personnel and payroll.
- (b) Ensure that staff records and files are effectively maintained, informing designated Officers when qualifications are due for renewal.
- (c) Produce revised contracts for members of staff where necessary.
- (d) Ensure that all induction paperwork is completed by the relevant supervisor in an appropriate timescale and filed accordingly.

6. Lead and manage a team of Commercial Leisure Relations Officers and Bar and Catering Assistants

- (a) Lead, manage and direct the continuous improvement and performance of staff within the team according to the established policies and procedures of the Council.
- (b) Deliver regular staff training for all Commercial Leisure Relations Officers and bar and catering assistants to ensure that their knowledge and skills are kept up to date.
- (c) Organise and chair regular meetings and 1-1's, where appropriate, with Commercial Leisure Relations Officers and bar and catering assistants, encouraging innovation and ideas by creating a culture which is proactive and enthusiastic for change.
- (d) Encourage and develop opportunities for Continual Professional Development (CPD) throughout the team and ensure all relevant staff have a current DBS certificate.
- (e) Appoint, train, appraise and performance manage all customer service, administration officers and bar and catering assistants
- (f) Monitor, verify and authorise all team timesheets, holiday request forms and sickness absence forms in line with Council policy.

7. To act as a Duty Officer

- (a) To be responsible for the operation of the designated leisure facility during the relevant shift period and take adequate precautions to ensure the safety of the Centre's monies, property, staff and customers.
- (b) To deal with customer complaints as and when necessary, take appropriate action to record the complaint in accordance with the Council's complaints procedure.
- (c) To ensure that sufficient cover is maintained in all areas during busy periods, providing cover if required, and ensure that staff perform their duties in a satisfactory and efficient way having high regard for members and users of the facilities.
- (d) To provide first aid and emergency support to all customer and staff whilst on duty.
- (e) To be prepared to carry out emergency procedures when required.
- (f) To ensure that all staff perform their duties in a satisfactory and efficient way having high regard for members, colleagues and users of the facilities.
- (g) To complete daily health and safety and maintenance checks in relation to the operation of the whole facility.

8 Other

- (a) To attend call outs if available relating to alarm activations or emergency planning requirements.
- (b) To deputise for the Team Leader in matters relating to customer service, administration and catering