



JOB DESCRIPTION

Commercial Operations Leisure	
POST: Duty Officer (Health and Wellbeing)	POST NO: MUL022 BAND: F (SCP12 to 17)
RESPONSIBLE TO: Business Development Team Leader	RESPONSIBLE FOR: Shared supervision of Operational 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 in order to meet the demands of the service, new legislation or policies of the Council. It is expected that the post holder will actively contribute to and assist in the development of such changes.

JOB PURPOSE

To have operational management responsibility for any one of the facilities managed by the Leisure Services team on any one date. To have responsibility for the day to day operation of the fitness facilities and programmes

KEY ROLES AND RESPONSIBILITIES

1. Responsible for the day to day operation of fitness facilities
2. Ensure all customer care is adequately met
3. Ensure that all facilities are clean and comply with health and safety standards
4. Provide staff supervision and promote a positive, professional and enthusiastic working environment
5. Responsible for the day to day operations of the designated leisure facility
6. Other

KEY TASKS

1. **Responsible for the day to day operation of fitness facilities and programmes**
 - a. Manage a programme of fitness suite sessions and inductions to meet the needs of new and existing customers.

- b. Manage the safe effective use of all fitness equipment and ensure that regular servicing is undertaken to help extend the life of the equipment.
- c. Manage group exercise and referral programmes which encourage participation, with classes available to suit the needs of all users.
- d. Under the guidance of the Business Development Team Leader, develop all health and fitness literature to provide effective signposting and advice to support customers in understanding the wellbeing opportunities available to them.
- e. Responsible for the day to day supervision of all Fitness Instructors, Gym Instructors and Exercise Referral staff.
- f. Monitor, verify and authorise all timesheets, holiday request forms and sickness absence forms in accordance with Council policy.

2. 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

3. 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's 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

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 facilities Pool Safety Operating Plan.
- d. Supervise and support staff during major changeovers.
- e. 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.
- f. To actively and positively ensure all staff to perform in a satisfactory, professional and efficient way, having high regard for all users of the facility and the reputation of the Partnership.

5. Responsible for the day to day operations of the designated 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 provide key holder cover for other sites and be listed on a call out register as required.
- c. 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.
- d. To take adequate precautions to ensure the safety of the Centre's monies, petty cash, property and buildings.
- e. Ensure that the cashing up and reconciliation of all tills are completed during the relevant shift period.
- f. 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.

6. Other

- a. Attend, and proactively contribute to in all meetings and identifying innovations and/or areas for improvement for the council maximising its assets
- a. Support the operational staff in carrying out their duties and provide cover for sickness absence or during busy periods at any of the council's sites.